



# CHINESE PEOPLE HOLDINGS COMPANY LIMITED 中民控股有限公司

(Incorporated in Bermuda with limited liability)  
(於百慕達註冊成立之有限責任公司)  
(Stock Code 股份代號 : 681)

# 2020

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

For The Nine Months Ended 31 December 2020

### 環境、社會及管治報告

(截至2020年12月31日止九個月)





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# 一、關於本報告

## I. About this Report



## 一、關於本報告

中民控股有限公司（「本公司」）董事會（「董事會」）欣然發表本公司及其附屬公司（統稱「本集團」或「我們」）之環境、社會及管治報告（「本報告」）。本報告總結了本集團所採用之環境、社會及管治政策、可持續發展策略、管理方法、措施及表現。

本報告內容涵蓋了由2020年4月1日截至2020年12月31日止9個月期間（「本報告期」）。本報告已經董事會審核。

本報告涵蓋了本集團的管道燃氣輸配、罐裝燃氣供應及燃氣分銷業務在本報告期間在環境及社會方面的可持續發展策略、方針與表現；並根據香港聯合交易所有限公司（「聯交所」）證券上市規則附錄27所載之《環境、社會及管治報告指引》當中之「遵守或解釋」條款而作出披露。相關之條款及內容載於本報告最末部份。本報告並沒有涵蓋食材供應和賣場業務，因本報告期內來自此等業務的收入只佔本集團本報告期總收入的4.95%。

## I. About this Report

The Board of Directors (the "Board") of Chinese People Holdings Company Limited (the "Company") is pleased to present the environmental, social and governance ("ESG") report of the Company and its subsidiaries (collectively, "the Group" or "We") (the "Report"). This Report summarizes the policies, sustainable development strategies, management methods, measures, and performance adopted by the Group in the environmental, social and governance aspects.

This Report covers the nine month period from 1 April 2020 to 31 December 2020 (the "Reporting Period") and has been reviewed by the Board.

This Report covers the sustainable development strategies, policies and performance in the environmental and social aspects of the Group's business principally engaged in the piped gas transmission and distribution, cylinder gas supply and gas distribution for the Reporting Period and is disclosed under the "comply or explain" provision of the ESG Reporting Guidelines contained in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited ("Stock Exchange"). The relevant provisions and contents are stated in the last section of this Report. This Report does not cover the fast-moving consumer goods and food ingredients supply business as it only accounted for 4.95% of the Group's total revenue for the Reporting Period.

## 一、關於本報告 (續)

董事會負責為本集團訂立環境、社會、管治策略及匯報，以及評估和釐定本集團之有關環境、社會及管治之風險，確保訂立合適及有效之環境、社會及管治風險管理措施及內部監控系統，並就這方面的表現作出匯報。為了釐定環境、社會及管治報告範圍，我們與各管理層人員進行討論，並列出主要持份者與本集團所關心的環境、社會及管治專案，再評估雙方對各項目的重視程度；從而選擇出相對重要的環境及社會議題於本報告作出相關披露。因本集團更改財政年度結算日，本報告期涵蓋週期較上年度少三個月，因此，減低了可比性。

## I. About this Report (Continued)

The Board is responsible for establishing and reporting ESG strategies for the Group, assessing and determining the Group's ESG-related risks, ensuring the establishment of appropriate and effective environmental, social and governance risk management measures and internal monitoring systems, and reporting on the performance in this regard. To determine the scope of ESG report, we discussed with the management staffs, and identified the concerns of the major stakeholders and the Group on the ESG items and then assessed their importance to the relevant parties. A summary of material ESG items are disclosed in this Report. The Reporting Period is three months less than the last report due to the change of financial year ended date of the Group, therefore, the figures of the Reporting Period and the last report is not directly comparable.



# 二、持份者參與

## II. Stakeholders' Engagement



## 二、持份者參與

本集團高度重視與持份者（政府/監管組織、股東/投資者、員工、客戶、供應商及社區等）的溝通，我們根據各自不同的特點建立了多樣化的溝通管道，及時向持份者披露發展動態、經營情況與特殊情況變動等相關資訊，更新公司發展情況。我們會積極聽取持份者的建議與意見，瞭解持份者對我們的期望與訴求後及時作出回饋，在為企業創造價值的同時，本集團致力維持業務的可持續發展，並為環保及業務所在的社區提供支持。我們堅持「為社會提供更優質的服務、為股東提供更豐厚的回報、為員工提供更廣闊的平臺、為企業爭取更高優的效益、為環境作出更完好的保護」的目標。本集團已透過多方面的管道評估及釐定環境、社會及管治風險，以確保相關風險管理及內部監察系統均妥善及有效地運行。有關持份者的期望與要求、溝通管道及管理層的回應如下表：

## II. Stakeholders' Engagement

The Group highly concerns on the communication with the stakeholders (which includes government/regulatory organizations, shareholders/investors, employees, customers, suppliers, community, etc). We have established diversified communication channels according to the characteristics of the stakeholders, timely disclose relevant information about development dynamics, business situation, special incidents and keep updating the development of the Company to the stakeholders. We always listen to the suggestions and opinions of the stakeholders, understanding the expectations and concerns of our stakeholders and give timely feedback. While creating value for the enterprise, the Group is committed to maintaining the sustainable development of the business supporting the environmental protection and the communities at where the businesses are located. We adhere to the goal of "providing better services to societies, greater returns to shareholders, broader platforms for employees, more benefits for enterprises, and better protection for the environment". The Group has assessed and identified ESG risks through various channels to ensure that the relevant risk management and internal control systems are operating properly and effectively. The expectations and concerns of the stakeholders, channels of communication and management responses are summarized in the following table:



## 二、持份者參與（續）

## II. Stakeholders' Engagement (Continued)

持份者 Shareholder	期望與要求 Expectations and Requirements	溝通管道 Communication Channels	管理層回應 Response from Management
政府／監管組織 Government / Regulatory Organization	<p>遵守法律 Laws and regulations</p> <p>履行責任 Performance of duties</p> <p>安全運營 Safe operation</p> <p>確保供應 Ensure the supply</p> <p>帶動可持續發展 Sustainable development</p>	<p>資訊報送 Information submission</p> <p>合理溝通 Reasonable communication</p> <p>專題匯報 Special Report</p> <p>政企合作 Government-enterprise cooperation</p> <p>參與相關活動 Participate in the related activities</p>	<p>誠信運營，積極配合檢查 Integrity operation and actively cooperate for inspection</p> <p>持續培養人才，完善管理制度 Continuously cultivate talents and improve the management system</p> <p>按時繳稅以回饋社會 Tax on time to feedback to society</p> <p>建立全面有效的內部監控體系 Establish a comprehensive and effective internal control system</p> <p>盡力穩定氣源供應 Try our best to stable gas source supply</p> <p>加強安全管理，保證安全運營 Strengthen safety management and ensure safe operation</p>
股東／投資者 Shareholders, / Investor	<p>業績優異 Excellent performance</p> <p>可持續增長 Sustainable growth</p> <p>企業管治 Corporate governance</p> <p>發展戰略 Development strategy</p> <p>及時的資訊披露 Timely information disclosure</p>	<p>股東大會 General meeting of shareholders</p> <p>資訊披露 Information disclosure</p> <p>本公司中期報告、年度報告 The Company's Interim Report and Annual Report</p> <p>聯交所及本公司網站 Websites of the Stock Exchange and the Company</p>	<p>於聯交所及本公司網站適時披露相關資訊 Timely disclose relevant information on the websites of the Stock Exchange and the Company</p> <p>提升公司及管理人員的管理技考、經驗和專業知識 Improve the management skills, experience and professional knowledge of the company and management personnel</p> <p>盡力確保公司穩定盈利 Try our best to ensure the stable profitability of the company</p>
員工 Employee	<p>平等勞工權益 Equal Labor rights</p> <p>良好的發展平臺 Good development platform</p> <p>優厚的待遇和福利 Excellent compensation and welfare</p> <p>氛圍良好的工作環境 Good atmosphere working environment</p> <p>健康及安全的工作環境 Healthy and safe working environment</p>	<p>員工活動 Employee activities</p> <p>員工績效考核 Employee performance appraisal</p> <p>入職及在職培訓 Induction and on-job training</p> <p>內部會議、通告及報刊 Internal meetings, announcements, and newspapers</p> <p>職工工會代表大會 The Staff and Workers' Trade Union Representative Congress</p>	<p>具備合規制度，保護勞工權益 Have a compliance system to protect labour rights</p> <p>擁有學習平臺，提升工作能力 Have a learning platform and improve the working abilities</p> <p>建立合規且具競爭力的薪酬體系 Establish competitive compensation system as per laws</p> <p>適時開展各類活動 Launch various activities timely</p> <p>注重職業健康與安全 Focus on occupational health and safety</p>



## 二、持份者參與（續）

## II. Stakeholders' Engagement (Continued)

持份者 Shareholder	期望與要求 Expectations and Requirements	溝通管道 Communication Channels	管理層回應 Response from Management
客戶 Customer	安全、穩定供應 Safe and stable supply	24 小時搶險熱線電話 The 24-hour rescue hotline	提供優質產品與服務 Provide high-quality products and services
	高效、快捷服務 Efficient, prompt service	客戶滿意度調查 Customer Satisfaction Survey	專業技術人員上門為客戶安全檢查 Professional and technician provide home gas safety inspection
	價格合理 Reasonable price	社區宣傳 Community publicity	進行客戶滿意度調查 Conduct customer satisfaction survey
	客戶諮詢 Customer services	安全用氣手冊 Safety Gas Manual	及時有效解決客戶訴求 Timely and effectively resolve customer demands
		電話、微信等應用程式 Phone, WeChat and other applications	適時宣傳用氣知識 Timely publicity of gas use knowledge
		客戶走訪和滿意度調查 Customer visits and satisfaction survey	確保履行合約責任 Ensure the performance of the contractual responsibilities
供應商 Supplier	穩定需求 Stable demand	商務拜訪 Business visit	確保履行合約責任 Ensure the performance of the contractual responsibilities
	公平交易 Fair trade	郵件、電話及應用程式 Mail, phone, and applications	公開招標 Open tender
	良好關係 Good relationship	戰略合作 Strategic cooperation	制定供應鏈管理的政策和程式 Develop supply chain management policies and procedures
	企業信譽 Business reputation	公開招標 Open tendering	保持強大與長期的合作夥伴關係 Maintain a strong and long-term relationship and partnership
			嚴謹篩選供應商 Selection of supplier with detailed process
社區 Community	環境保護 Environmental protection	本公司網站 Company website	關注氣候變化及推廣綠色清潔能源 Focus on climate change and promoting green and clean energy sources
	經濟發展 Economic development	社區宣傳活動 Community Campaign	盡力確保良好的財務業績和業務持續增長 Try our best to ensure good financial performance and continued business growth
	安全營運 Safe operation		提升設備與員工的安全水準 Improve the safety standard of the equipment and the employees
	清潔能源普及 Clean energy popularization		定時為客戶進行安全檢查 Scheduled safety check for customers

## 二、持份者參與 ( 續 ) 意見回饋

我們的持續進步有賴閣下對我們的表現及匯報方法發表寶貴意見。如閣下對本報告有任何疑問或建議，歡迎將意見經電郵發送至 [info@681hk.com](mailto:info@681hk.com)，使本集團得以不斷改善環境、社會及管治方面的各項工作。

## II. Stakeholders' Engagement (Continued) Feedback

Our ongoing improvement depends on your valuable opinions on our performance and reporting methods. If you have any questions or recommendations about this Report, you are welcome to send your comments via email to [info@681hk.com](mailto:info@681hk.com), for the continuous improvement in the Group's ESG work.



# 三、重要性議題判定

## III. Materiality Matrix

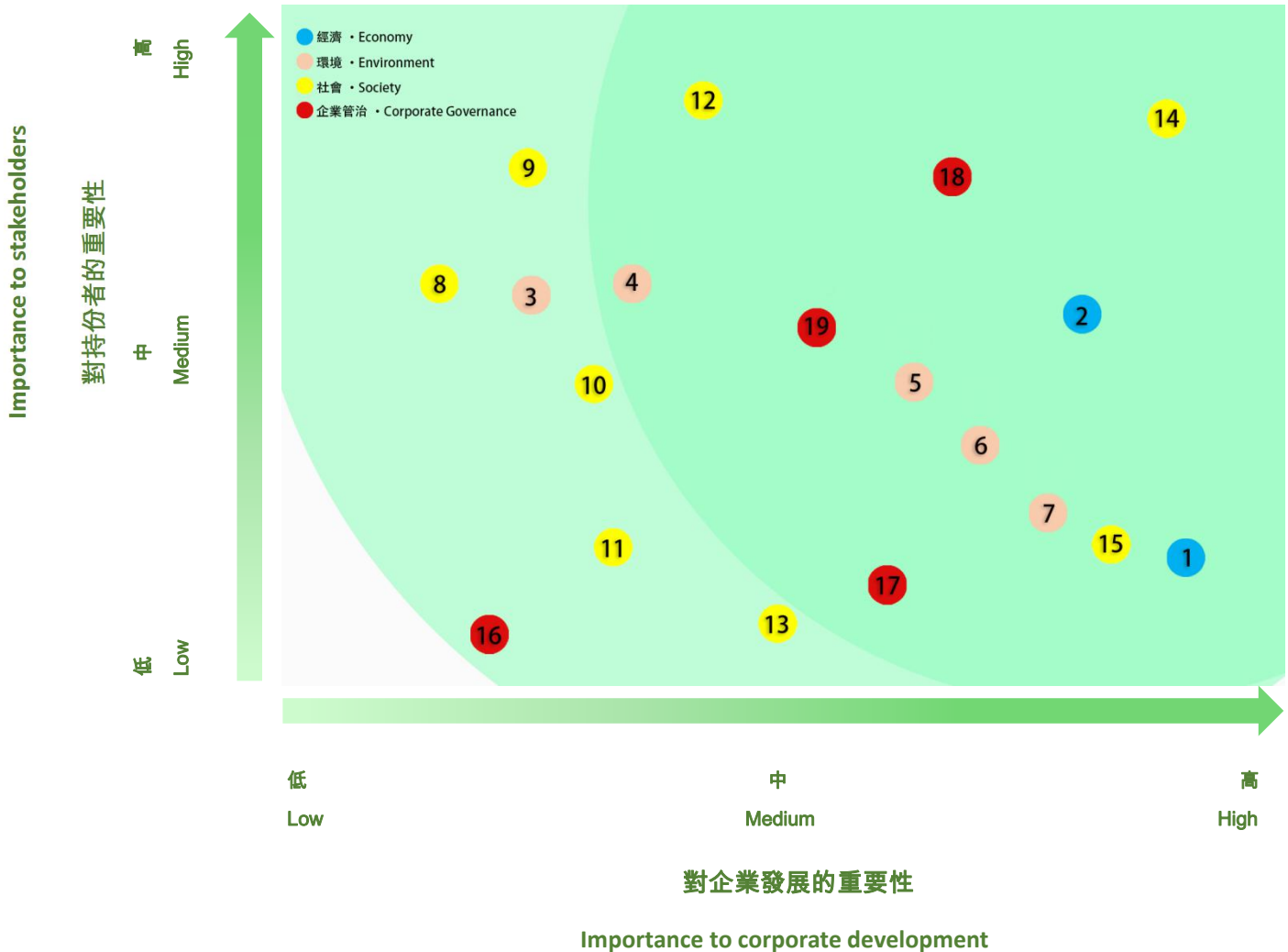


### 三、重要性議題判定

由於本集團在本報告期內經營業務及可持續發展管理均未發生重大變更，我們通過參考部份國內外優秀同行企業在環境、社會及管運的可持續發展議題，結合本集團實際情況，在上一年度重大性議題分析的基礎上，最終總結並更新了本報告期本集團各項可持續發展議題的重要性，作為本報告的編制基礎。下表中展示的專案為本集團的重要性議題。

### III. Materiality Matrix

In consideration of the ESG's sustainable development issues of certain outstanding domestic and overseas companies with similar industrial business natures and taking into account of the actual situation of the Group, we revised, updated and finalized the items of materiality matrix of the Group for the Reporting Period based on the analysis of materiality matrix from last year. The items are shown in the table below are the critical concerns of the Group.



### 三、重要性議題判定 (續)

### III. Materiality Matrix (Continued)

經濟	Economy	1	持續穩定回報	1	Sustainable and stable return
		2	帶動本地經濟	2	Contribution to local economy
環境	Environment	3	宣導節能減排	3	Encouraging energy saving and emission reduction
		4	把握清潔能源機遇	4	Seizing opportunities regarding clean energy
		5	促進物料回收及重用	5	Promoting recycling and reuse of materials
		6	提升資源使用效益	6	Enhancing efficiency of resource utilization
		7	減少溫室氣體排放	7	Reducing greenhouse gas emission
社會	Society	8	建立良好的勞資關係	8	Establishing good employer-employee relationship
		9	職業安全健康	9	Occupational safety and health
		10	員工培訓與發展	10	Staff trainings and development
		11	防止童工或強制勞工	11	Prohibiting employment of child labor or forced labor
		12	資訊安全與客戶隱私保護	12	Information security and client privacy protection
		13	品質管理與客戶服務	13	Quality management and customer services
		14	保障安全穩定供氣	14	Ensuring safe and stable gas supply
		15	供應商管理與評估	15	Supplier management and assessment
企業管治	Corporate Governance	16	懲治貪污腐敗	16	Punishment on corruption
		17	完善公司治理	17	Improving corporate governance
		18	合規守法經營	18	Compliant and legal operation
		19	反對不當競爭行為	19	Anti-unfair competition

# 四、環境保護

## IV. Environmental Protection



## 四、環境保護

目前，氣候變化仍是社會關注的重點話題，為有效應對氣候變化帶來的一系列挑戰，中國政府正式宣佈中國將提高國家自主貢獻力度，採取更加有力的政策和措施，二氧化碳排放力爭於 2030 年前達到峰值，努力爭取 2060 年前實現碳中和。為積極回應國家的戰略目標，並結合國家「十四五」規劃要求，本集團大力推進可持續發展，為全球應對氣候變化積極貢獻力量，全面推進企業綠色低碳發展。

本集團的內部規章制度已將環保納入重點考慮因素之一，我們除了大力推動能源改革政策，減少企業自身的碳排放外，還從營運、建設、工程設計等方面實踐環境保護，以降低不必要的能源消耗及減少廢物產生為目標，積極尋求對環境及社區造成較少不良影響的營運方式，重視良好的環境管理，並追求多元的綠色發展；我們在保護環境的同時，亦能履行社會責任及為實現地球的可持續發展履行企業責任。此外，我們不時為員工提供綠色教育與培訓，使員工明白自身行為對環境帶來影響的重要性，在履行本集團的環保政策下，亦能提高員工的環保意識，進一步加強各項環境保護管理方法及措施的效率。有關的管理方法及措施將於下文詳細說明：



## IV. Environmental Protection

Climate change is currently a key topic of social issue. For the purpose of effectively managing a series of challenges faced due to climate change, the Chinese government officially announced that China has been working towards the domestic independent contribution adopting more powerful policies and measures to achieve the goal that carbon dioxide emission to peaks before 2030, and to achieve carbon neutrality before 2060. In order to actively respond to the national strategic goals and meet the requirements of the 14th Five-Year Plan, the Group strives to promote sustainable development, actively contributes to tackling the challenges imposed by the global climate change and promotes the green and low-carbon working environment.

The Group has included environmental protection into its internal policy for consideration. In addition to promoting energy reform policies and reducing own carbon emissions, we have considered environmental protection in our operation, construction, engineering design, etc. aiming to reduce unnecessary energy consumption and waste generation. We actively explore the operation approaches that bring relatively less adverse impact on the environment and communities, pay attention to effective environmental management approaches and pursue diversified green development. We strive to fulfill social and corporate responsibilities for the sustainable development of the Earth. Besides, we organize green education and training from time to time to help our employees understanding the importance of their behavior on the environmental protection. With the Group's environmental policies, our employees' awareness of environmental protection is improved which further strengthens the efficiency of the Group's various management methods and measures for environmental protection. Details of the relevant management methods and measures are stated in the following paragraphs:

## 四、環境保護 (續)

### 1. 排放物的管理

本集團主要從事管道燃氣輸配、罐裝燃氣供應及燃氣分銷業務，所涉及的排放物主要是辦公室、門店、氣站及汽車使用能源時所產生的廢氣及溫室氣體、鋪設及維修燃氣管道時所產生的工程廢物與噪音、廢液化氣罐、辦公與生活垃圾及生活廢水等。由於日常運作並沒有涉及生產或加工式，我們沒有產生任何重大的有害廢水與固體廢物。對於控制排放量及處置排放物的要求，我們遵守國家及當地的法律法規，例如：《中華人民共和國環境保護法》、《中華人民共和國水污染防治法》、《中華人民共和國大氣污染防治法》、《中華人民共和國固體廢物污染環境防治法》、《中華人民共和國環境影響評價法》、《中華人民共和國節約能源法》和《中華人民共和國清潔生產促進法》等。此外，我們採取不同的減排與節約能源措施，以減少排放物對環境的影響（詳情可參閱下文「資源使用的管理」部份）。



## IV. Environmental protection (Continued)

### 1. Management of Emission

The Group is mainly engaged in piped gas transmission and distribution, cylinder gas supply and gas distribution business. Therefore, the emissions are mainly exhaust air and greenhouse gases generated from energy used in offices, stores, gas stations and automobiles, from construction waste and noise generated from installing and repairing the gas pipelines, office and domestic garbage and wastewater, etc. Since our business does not involve production or processing activities, no significant hazardous wastewater and solid waste was produced in the process of our operation. Regarding the control and disposal of emission, we currently comply with the national and local laws and regulations, such as the “Environmental Protection Law of the People's Republic of China”, the “Water Pollution Prevention and Control Law of the People's Republic of China”, the “Atmosphere Pollution Prevention and Control Law of the People's Republic of China”, the “Solid Waste Pollution Environmental Prevention and Control Law of the People's Republic of China”, the “Environmental Effect Assessment Law of the People's Republic of China”, the “Energy Conservation Law of the People's Republic of China”, the “Clean Production Promotion Law of the People's Republic of China”, etc. Furthermore, we have adopted different measures in emission reduction and energy saving to reduce the impact of polluted emissions on the environment (please refer to the section of Management of Resources Utilization below for details).



#### 四、環境保護 (續)

##### 1. 排放物的管理 (續)

###### 固體廢物處置的管理

本集團的固體廢物主要包括工程廢物、辦公與生活垃圾等，我們透過完善的固體廢物管理制度，於源頭及營運過程中控制廢物的產生。在工程專案開展前期，我們會全面評估施工地點周圍動植物種類及施工可能對土地、水源地、自然資源、周邊社區造成的影響，並制定各種應對方案與措施，以減少和緩和對生態環境的影響；例如：採用非開挖方式進行管道施工工程，減少對動植物和土地的破壞；在專案選址、設計、施工、營運過程中，尊重當地文化及民俗習慣，避免影響周邊社區居民的生活環境；加強工程施工管理及施工人員的環保意識，以免資源浪費及廢物產生；委派專人監察施工現場處理廢物的工作，嚴禁將生活垃圾、工程廢物與土方回填至施工位置中，防止土壤污染；使用防塵網或除塵機，以防止粉塵飄揚於空氣中，造成空氣污染；將工程垃圾及生活垃圾分類收集，並在竣工後交由具資質單位或有關工程承包商處置，絕不胡亂傾倒。本集團嚴格遵守《中華人民共和國石油天然氣管道保護法》，於獲得有關政府部門對工程專案的選址、施工與竣工驗收流程的審批後，我們才會進行施工工程及運行管道設施，避免任何違規操作。

所有液化氣罐（包括報廢的氣罐）必須進行「倒殘」程式，即是倒出及收集罐內剩餘的液化氣，確保罐內沒有任何易燃物質，以防止影響下次充裝時的燃氣品質。及後，我們將倒出的液化氣及收集到的罐內剩餘的液化氣定期交由俱迴圈循環利用技術的供應商處理，嚴禁胡亂傾倒。

#### IV. Environmental Protection (Continued)

##### 1. Management of Emission (Continued)

###### Management of Solid Waste

The Group's solid waste mainly come from construction waste, office and domestic garbage, etc. We control waste production at the source and operation process through sound solid waste management system. In the early stage of the construction projects, we comprehensively evaluate the possible impacts of the construction on animals and plants, soil, water source, natural resources and surrounding communities at the construction site and set up various plans and measures to reduce and alleviate the impact on the ecological environment; for example, we adopt trenchless method for pipeline construction to reduce the damage to animals, plants and soil; we respect the local culture and folk customers in selecting the site, design, construction and operation process so as to avoid affecting the living environment of the surrounding community; we strengthen the project construction management and the environmental protection awareness of the construction personnel to avoid resource wastage and waste generation; special arrangement has been made to monitor the waste disposal work at the construction site, it is strictly prohibited to backfill domestic garbage, construction waste and earthwork into the construction site to prevent soil pollution. We use dust filter or dust remover to prevent the dust from fluttering in the air and causing air pollution. We collect the construction waste and domestic garbage by classification, delivering to the qualified agents or the relevant project contractor for disposal after completion of the construction, never dump randomly. The Group strictly complies with the "Law of the People's Republic of China on Petroleum Nature Gas Pipeline Protection" and only conduct the construction works and operate pipeline facilities after obtaining approval from relevant government for the site selection, construction and completion acceptance process of the project to avoid any illegal operation.

All cylinder gas bottles (including scrapped gas bottles) have conducted the "residual removal" procedure, that is, to pour out and collect the residual liquefied gas and to ensure no flammable substances be left in the bottles and to prevent any impact on gas quality in the next filling. After that, we regularly pass the collected liquefied gas to the suppliers with recycling technology and illegal dumping is strictly prohibited.

#### 四、環境保護 (續)

##### 1. 排放物的管理 (續)

###### 固體廢物處置的管理 (續)

我們按照各營運地區政府的要求將辦公與生活垃圾分類，如可回收垃圾、廚餘垃圾、其他垃圾、有害垃圾等，定期交由當地環衛部門回收利用、填埋或焚燒。辦公室所產生的少量危險固體廢物，如廢燈管、廢硒鼓、廢電池等，我們則交由具資質的回收公司收集與處置。此外，我們從員工教育著手，藉此推行辦公與生活垃圾減量化、資源化及無害化方針，透過不同措施以減少廢物的產生，例如：部份公司設置食堂為員工提供餐食，減少訂購外賣食物，從而減少使用食品包裝袋及一次性餐具，並由專人每天統計於食堂就餐的人數，以減少因食堂準備過多食物而造成浪費；在辦公室設置微波爐，鼓勵員工自行攜帶午餐及使用可重用的餐具；定期為員工提供垃圾分類的培訓，加強員工對垃圾分類的意識；鼓勵員工使用環保型辦公用品，如使用筆芯補充裝以代替更換新原子筆，以及使用鉛筆以減少揮發性墨水和塗改液的使用。宣導員工最大限度地節約用紙，實現辦公效率和資源保護的互利與共贏。於本報告期內，生產無害固體廢物減少，主要原因本報告期之固體廢物不含氣罐(氣罐為提供給客戶可重複利用壓力容器，有效期內被公司回收再使用，且在有效期內其本身對環境不產生顯著的污染，有效期結束後被供迴圈循環利用技術的供應商回收及處理，不會產生無害固體廢物)。

#### IV. Environmental Protection (Continued)

##### 1. Management of Emission (Continued)

###### Management of Solid Waste (Continued)

We follow the requirements of the local governments of each operating location to classify the waste from business operation and living purposes into different categories; such as recyclable waste, kitchen waste, other waste, hazardous waste and these wastes are regularly handed over to the local sanitation department for recycling, landfill or incineration. A small amount of hazardous solid waste generated from the office, such as waste lamps, waste selenium drums, waste batteries, etc. are all collected and disposed by qualified recycling company. In addition, we start with employee education and implement policies of reducing, recycling and harmlessness of office and domestic waste, and adopt different measures to control waste generation. For instance, certain companies have set up canteens to provide meals for the employees so as to decrease the frequency of ordering takeaway food that reduce the use of food packaging bags and disposable tableware. Moreover, we count the number of people dining in the canteen every day to control the excessive food preparation in the canteens; the microwave oven is available in the office to encourage employees to carry their own lunch boxes and use reusable tableware; we provide regular training on garbage sorting in order to strengthen employees' awareness in waste classification; encourage employees to use environmentally friendly office supplies such as using refills instead of new ball pens, and using pencils to reduce the use of volatile ink and correct fluid, and we encourage employees to save paper which helps to achieve mutual benefit of office efficiency as well as resource protection. During the Reporting Period, we recorded decreased in the production of non-hazardous solid waste due to non-hazardous solid waste not included cylinder gas bottles in the Reporting Period (cylinder gas bottles provided to customers are reusable pressure vessels. They are recycled and reused by the company during the validity and they are environmentally friendly within the validity. No significant pollution is produced, and it be recycled by the suppliers with recycling technology after the expiration date, and no harmless solid waste will be produced).

#### 四、環境保護 (續)

##### 1. 排放物的管理 (續)

##### 固體廢物處置的管理 (續)

於本報告期內，本集團的無害固體廢物產生情況如下表：

	本報告期 (噸) Reporting Period (Tonnes)	2019/2020 (噸) 2019/2020 (Tonnes)
無害固體廢物 Non-Hazardous Solid Waste		
管道燃氣輸配、罐裝燃氣供應及燃氣分銷業務： Piped gas transmission and distribution, cylinder gas supply and gas distribution:		
總量 <sup>1,3</sup> Total <sup>1,3</sup>	754.59	2,599.45
密度 <sup>2</sup> Intensity <sup>2</sup>	1.54	4.33

附注：

1 無害固體廢物主要包括生活垃圾，管道燃氣輸配、罐裝燃氣供應及燃氣分銷業務產生的「工程廢料」，其中生活垃圾的產生量是按照每位員工每年平均廢物產生量估算。

2 管道燃氣輸配、罐裝燃氣供應及燃氣分銷業務的排放量密度以每千噸天然氣及液化氣總銷售量計算。

3 於本報告期內，生產無害固體廢物減少，主要原因本報告期之固體廢物不含氣罐(氣罐為提供給客戶可重複利用壓力容器，有效期內被公司回收再使用，且在有效期內其本身對環境不產生顯著的污染，有效期結束後被俱迴圈循環利用技術的供應商回收及處理，不會產生無害固體廢物)。

#### IV. Environmental protection (Continued)

##### 1. Management of Emission (Continued)

##### Management of Solid Waste (Continued)

During the Reporting Period, the non-hazardous solid waste generation of the Group is shown in the following table:

Note:

1 Non-hazardous solid waste mainly come from domestic garbage and construction waste from piped gas transmission and distribution, cylinder gas supply and gas distribution business. The amount of domestic garbage generated is estimated based on the average waste generated per employee in a year.

2 The emission intensity of piped gas transmission and distribution, cylinder gas supply and gas distribution business are calculated based on the kilo-tonne of the total natural gas and liquefied gas sold.

3 During the Reporting Period, we recorded decreased in the production of non-hazardous solid waste due to non-hazardous solid waste not included cylinder gas bottles in the Reporting Period (cylinder gas bottles provided to customers are reusable pressure vessels. They are recycled and reused by the company during the validity and they are environmentally friendly within the validity. No significant pollution is produced, and it be recycled by the suppliers with recycling technology after the expiration date, and no harmless solid waste will be produced).

#### 四、環境保護 (續)

##### 1. 排放物的管理 (續)

###### 廢水排放的管理

我們於營運中所產生的廢水主要包括辦公室、宿舍、門店及氣站的生活污水、於食堂產生的含油污水，以及鋪設與維修燃氣管道施工時所產生的廢水等。我們嚴禁員工或外包施工單位在任何情況下將廢油及危險化學品傾倒於下水管道中。於食堂產生的污水含有油份，它必須經過隔油與隔渣的程式，才可與生活廢水一起排放至地方污水管網，由當地污水處理廠作進一步處理。我們還定期保養及維修公司範圍內的廢水輸送管道，嚴防發生廢水滲漏的情況，避免對周遭環境造成負面影響。對於工程施工時所產生的廢水，我們要求有關承包商於施工現場設置排水管道，廢水必須經過過濾及沉澱等程式，將廢水內的砂石等固體廢物分隔，才可排放至地方污水管網，以避免堵塞污水管道。於本報告期內，本集團因管道燃氣輸配、罐裝燃氣供應及燃氣分銷的業務營運及員工日常生活需要所產生的無害廢水較上年度增加。

#### IV. Environmental protection(Continued)

##### 1. Management of Emission (Continued)

###### Management of Wastewater

The wastewater generated during our operation mainly includes the domestic wastewater in the offices, dormitories, stores and gas stations, the oily wastewater from canteens, and the wastewater from installation and maintenance of gas pipelines. We strictly prohibit employees or outsourced construction units dumping waste oil and hazardous chemicals in the sewer. The wastewater produced in the canteen contains oil, which has to go through the process of oil slag separation before discharged together with the domestic wastewater to the local wastewater pipe network for further arrangement by the local wastewater factory. We also regularly maintain and repair the wastewater pipelines within the company to prevent any wastewater leakage and avoid negative impact on the surrounding environment. For the wastewater from construction, we require the contractor to set up the drainage pipeline at the construction site, the wastewater must be passed through filtration and precipitation process to separate the solid waste such as sand and gravel from wastewater before it can be discharged to the wastewater pipe network; so as to avoid pipeline blockage. During the Reporting Period, the Group recorded an increase in consumption of non-hazardous wastewater from the operation of the piped gas transmission and distribution, cylinder gas supply and gas distribution business, and daily use by employees, compared with the previous year.



#### 四、環境保護 (續)

##### 1. 排放物的管理 (續)

##### 廢水排放的管理 (續)

於本報告期內，本集團的無害廢水排放情況如下表：

	本報告期 (噸) Reporting Period (Tonnes)	2019/2020 (噸) 2019/2020 (Tonnes)
無害廢水 Non-Hazardous Wastewater		
管道燃氣輸配、罐裝燃氣供應及燃氣分銷業務： Piped gas transmission and distribution, cylinder gas supply and gas distribution:		
總量 <sup>1</sup> Total <sup>1</sup>	67,187.46	55,949.34
密度 <sup>2</sup> Intensity <sup>2</sup>	136.89	93.14

附注：

- 1 由於本集團在業務營運當中未有統計生產及生活廢水的排放量，故上表的無害廢水排放量是以用水量的 80% 進行估算。
- 2 管道燃氣輸配、罐裝燃氣供應及燃氣分銷業務的排放量密度以每千噸天然氣及液化氣總銷售量計算。

#### IV. Environmental Protection (Continued)

##### 1. Management of Emission (Continued)

##### Management of Wastewater(Continued)

During the Reporting Period, the Group's non-hazardous wastewater discharge is shown in the following table:

Note:

- 1 Since the Group has not performed analysis on the discharge of the production and domestic wastewater in its business operation, the non-hazardous wastewater discharge in the above table above is estimated based on 80% of the water consumption.
- 2 The emission intensity of piped gas transmission and distribution, cylinder gas supply and gas distribution business are calculated based on the kilo-tonne of the total natural gas and liquefied gas sold.

#### 合規

於本報告期內，並沒有涉及與環境保護相關並對本集團有重大影響的已確認違規事件。

#### Compliance

During the Reporting Period, we did not involve in any confirmed violations related to environmental protection which has significant impact on the Group.

## 四、環境保護 (續)

### 2. 資源使用的管理

為了遵守《中華人民共和國節約能源法》及其他相關的法律法規與政策、樹立節約思想及推動節約文化，我們設立多項措施及不時舉辦以環保為主題的培訓，宣導節約能源，要求每位員工做到「節能降耗，人人有責」及明白自身行為對環境帶來的影響，希望他們能充分利用資源，發揮其最大效能並杜絕浪費資源的現象。我們對於各種資源有效利用的措施將於下文詳細說明：

#### 節約使用汽油、柴油、液化氣及天然氣

本集團所使用的汽油與柴油主要用於車輛及後備發電機；液化氣及天然氣主要用於食堂煮食及暖氣供應。由於罐裝燃氣供應及燃氣分銷業務需使用大量車輛將產品運送至氣站/門站或用戶處，汽油及柴油產生廢氣與溫室氣體，因此汽車用油管理是我們一直重視的議題之一。

## IV. Environmental Protection (Continued)

### 2. Management of Resource Utilization

To comply with the "Energy Conservation Law of the People's Republic of China" and other applicable laws, regulations and policies, establish conservation ideas and promote conservation culture, we have stabled a number of measures and held trainings on the theme of environmental protection from time to time to promote energy conservation and demand each employee to commit "Everyone is responsible for energy saving and consumption reduction" and understand the impact of their behavior on the environment, they are required to make full use of resources, to maximum their effectiveness and to avoid wastage. Our measures for the effective use of the various resources are detailed below:

#### Conservation of Gasoline, Diesel, Liquefied Gas and Natural Gas Utilization

Gasoline and diesel consumed by the Group are mainly used for vehicles and backup electric generators; liquefied gas and natural gas are mainly used for cooking and heating supply in the canteens. Since cylinder gas supply and gas distribution business require a large number of vehicles to transport the products to the gas stations/stores or users, and the gasoline and diesel do produce exhaust air or greenhouse gas; automobile fuel management has been one of our concerned area.



#### 四、環境保護 (續)

##### 2. 資源使用的管理 (續)

##### 節約使用汽油、柴油、液化氣及天然氣 (續)

本集團車輛的用途主要分為業務與非業務兩類，前者包括槽車將氣體由煉油廠運送至本集團的氣站或用戶處、危險貨物運輸車將罐裝燃氣由氣站運送至門店、電瓶車或危險貨物運輸車將罐裝燃氣運送至用戶處等，而後者主要用於辦公使用、提供客戶服務（如維修、客戶投訴處理、安全檢查）等。

對於業務及非業務用車，我們皆制定管理制度及採用不同的節約措施，以控制燃油的使用，從而減少廢氣及溫室氣體的排放。在購置新車輛時，我們會優先考慮排氣量小的經濟型車輛，減少車輛能源消耗；在同等情況下，我們會優先使用汽油車代替柴油車，減少車輛能源消耗；我們將部份運送罐裝燃氣至用戶處的車輛改為電瓶車；在運送產品前，配送人員必須預先規劃路線，務必以最安全及最短的距離將產品送達；司機在運送途中必須定時報備位置，確保沒有偏離路線；我們於業務車內安裝全球定位系統與監視鏡頭，除了能防止危險駕駛行為（如司機抽煙、超速、疲勞及酒後駕駛等），亦可得知司機是否按照預定路線及時間準時到達目的地。

當員工需使用車輛作非業務用途，他們必須先提出申請，獲得管理層審批後才能使用；如目的地相近，儘量使用同一輛車輛，增加燃油使用的效益。車輛管理部門負責記錄行車裏數及燃油用量，以分析各車輛的用油情況；如發現異常情況，需立即調查原因及作出整改方案，以穩定使用汽車的次數及用油的情況；規定司機停車熄匙，以減少車輛引擎空轉時所產生的能源消耗。而我們亦積極推廣「綠色出行」的環保理念，鼓勵員工多使用公共交通工具，甚至使用腳踏車或步行上下班，以代替使用私人車輛，儘量減少燃油的消耗及廢氣排放。

#### IV. Environmental Protection (Continued)

##### 2. Management of Resource Utilization (Continued)

##### Conservation of Gasoline, Diesel, Liquefied Gas and Natural Gas Utilization (Continued)

The Group's vehicles are mainly used for business and non-business purpose. The vehicles used in the business include the gas tank transporting gases from the refineries to the Group's gas stations or users, the dangerous good transportation vehicle carrying cylinder gas from the gas stations to stores and the user, etc. The non-business vehicles are mainly used for office and customer service purpose (such as maintenance, customer complaint handling, safety inspection), etc.

We have established our management systems and adopted a number of conservation measures to control the use of vehicles fuel in business and non-business in order to reduce emissions of exhaust air and greenhouse gases. When purchasing new vehicles, we take precedence to small-displacement economical vehicles to reduce energy consumption. Under the same circumstances, we give priority to using gasoline cars instead of diesel cars that may reduce vehicle energy consumption; we changed and use some battery vehicles for carrying cylinder gas to the user. Delivery staffs must plan the route in advance before delivery so as to make the safest and the shortest distance; the vehicles location are traced real-time in order to ensure no deviation in the planned driving route. We have installed GPS and surveillance cameras in our business vehicles to prevent dangerous driving behavior (for example, driver smoking, speeding, fatigue, and drunk driving, etc.) and keep track of driving route and whether the delivery was made on time.

In case that employees need to use vehicles for non-business purpose, they have to submit an application with prior approval from management; if passengers are going to the same or close destinations, they will be arranged to use the same vehicle whenever possible to make the best use of fuel. The vehicle management department is responsible to record the mileage and amount of fuel consumed to understand fuel consumption of each vehicle. Prompt investigation for the cause and remedial action is required when abnormalities are found to control the vehicles use frequency and fuel use. We demand the driver to stop the car engine when the vehicle is idling to reduce unnecessary energy consumption. We also actively promote the environmental concept of "Green Travel" and encourage employees to use public transport, or even bicycles or walk to work instead of using private vehicles that minimize fuel consumption and exhaust air emissions.

#### 四、環境保護 (續)

##### 2. 資源使用的管理 (續)

##### 節約使用汽油、柴油、液化氣及天然氣 (續)

司機負責車輛的日常檢查，以保持車輛處於良好狀況，如發現故障，需及時進行維修；我們還定期維修及保養車輛，除了能確保行車安全外，亦能提高能源的使用效率，以及減少因零件故障而增加消耗燃油和廢氣。我們亦會在日常例會或定期專題培訓當中，要求員工注意行車習慣，避免任何不必要的燃油浪費。

於本報告期內，管道燃氣輸配、罐裝燃氣供應及燃氣分銷業務汽油用量較上年度增加，而柴油用量較上年度減少，因本集團正逐步用汽油取代柴油。

至於使用液化氣及天然氣方面，食堂準備食物的數量設有嚴格規定，以減少準備過多食物而消耗不必要的液化氣及天然氣，亦能同時減少廚餘的產生。我們按照季節變化使用供暖系統，絕不會同時使用冷氣機及供暖系統，以免造成浪費。

於本報告期內，管道燃氣輸配、罐裝燃氣供應及燃氣分銷業務液化氣及天然氣用量均較上年度減少。

#### IV. Environmental Protection (Continued)

##### 2. Management of Resource Utilization (Continued)

##### Conservation of Gasoline, Diesel, Liquefied Gas and Natural Gas Utilization (Continued)

The drivers are responsible for routine inspection and keep vehicles in good condition. Repairs are arranged immediately for any problem found. We regularly check and maintain the vehicles to guarantee safety driving, improve energy use efficiency and to prevent excessive fuel consumed and exhaust air generated due to parts failure. We demand our employees to pay attention to their driving habits in daily regular meeting and regular special training to avoid any unnecessary fuel waste.

During the Reporting Period, the Group recorded an increase in consumption of gasoline but a decrease in consumption of diesel from the operation of the piped gas transmission and distribution, cylinder gas supply and gas distribution business compared with the previous year. This is due to the Group is gradually replacing diesel with gasoline.

As for the use of liquefied gas and natural gas, there are strict rules on the quantity of food to be prepared in the canteens to avoid excessive food and unnecessary consumption of liquefied gas and natural gas, as well as to reduce the production of kitchen waste at the same time. We use the heating system according to the seasonal changes, and we never use the air conditioner and the heating system at the same time to avoid wastage.

During the Reporting Period, the Group recorded decrease in consumption of liquefied gas and natural gas from the operation of the piped gas transmission and distribution, cylinder gas supply and gas distribution business compared with the previous year.



#### 四、環境保護 (續)

##### 2. 資源使用的管理 (續)

##### 節約使用汽油、柴油、液化氣及天然氣 (續)

於本報告期內，本集團直接使用能源及所產生範圍一溫室氣體的排放情況如下表：

#### IV. Environmental Protection (Continued)

##### 2. Management of Resource Utilization (Continued)

##### Conservation of Gasoline, Diesel, Liquefied Gas and Natural Gas Utilization (Continued)

During the Reporting Period, the Group's use of energy and the Scope 1 greenhouse gas emissions generated by the Group are as follows:

	本報告期		2019/2020 (噸)	
	Reporting Period (Tonnes)		2019/2020 (Tonnes)	
	使用量 (噸) Consumption (Tonnes)	二氧化碳當量排放量 (噸) CO2 Equivalent Emissions (Tonnes)	使用量 (噸) Consumption (Tonnes)	二氧化碳當量排放量 (噸) CO2 Equivalent Emissions (Tonnes)
管道燃氣輸配、罐裝燃氣供應及燃氣分銷業務 Piped gas transmission and distribution, cylinder gas supply and gas distribution:				
汽油 Gasoline	243.50	740.86	216.28	794.55
柴油 Diesel	485.97	1,528.44	543.89	1,741.83
液化氣 Liquefied Gas	25.49	75.29	26.35	69.00
天然氣 Natural Gas	46.38	129.00	53.29	121.99
<b>本集團排放總量</b> <i>Group Total Emission</i>		<b>2,473.59</b>		<b>2,727.37</b>
<b>本集團排放量密度<sup>1</sup></b> <i>Group Emission Intensity<sup>1</sup></i>		<b>5.04</b>		<b>4.54</b>

附注：

Note:

1 管道燃氣輸配、罐裝燃氣供應及燃氣分銷業務的排放量密度以每千噸天然氣及液化氣總銷售量計算。

1 The emission intensity of piped gas transmission and distribution, cylinder gas supply and gas distribution business are calculated based on the kilo-tonne of the total natural gas and liquefied gas sold.

#### 四、環境保護 (續)

##### 2. 資源使用的管理 (續) 節約用電

本集團的電力主要用於辦公室、門店、氣站及宿舍。我們注重能源效益，強調用得其所以，減少浪費，並透過日常管理及員工教育工作，控制資源使用和提升其使用效益，例如：選購能源效益較高的用電設備，定期進行維修、保養或改造，以延長其使用週期，除能提升能源效益外，還可減少固體廢物的產生。我們於日常工作與生活中加入環保元素，希望改變員工使用電器的習慣及使每位員工能做到節約用電。部份附屬公司更制定用電標準及採取各種節約措施，例如：以 LED 光管取代傳統光管，使用天然日光以減少辦公室照明用電量；將電子設備設為定時休眠模式；調低顯示器的亮度；於不需使用及下班時，必須關掉電器的電源，包括電燈、電腦、列印機、影印機、掃描器、空調機等。空調機按季節及氣溫變化情況限時使用，禁止氣溫低於 25°C 或高於 10°C 時使用空調機；嚴禁打開門窗開啟空調機；必須於下班前 20 分鐘關掉空調機，以及定期清洗空調機，以減少電力的使用及提高電力效能。我們亦會在辦公室顯眼位置張貼節能提示及於日常例會提醒員工節約使用能源的重要性。於本報告期內，本集團共使用電力量較上年度減少，因員工積極配合控制用電。

#### IV. Environmental Protection (Continued)

##### 2. Management of Resource Utilization (Continued) Conservation of Electricity Utilization

The Group's electricity is mainly used in offices, stores, gas stations and staff dormitories. We focus on energy efficiency and emphasize the proper use of electricity and wastage reduction. We also control the use of energy and improve the efficiency use of resources in daily management and employee education, for example, we purchase energy-efficient electricity equipment and regular repair and maintenance or transformation to extend equipment life cycle which can improve energy efficiency, and also can reduce the production of solid waste. We add environmental protection elements to our daily work and life and expect employees change their habits using electrical appliances and so that to save electricity. Certain subsidiaries have also formulated electricity usage standards and adopted various conservation measures, such as replacing fluorescent lamps with LED lamps, use natural daylight to reduce electricity consumption in office; set sleep mode in electronic devices; adjust the display brightness level; turn off all electrical appliances, including lights, computers, printers, photocopiers, scanners and air conditioners, etc. when not in use and after work. Air conditioner be used by restriction according to the seasonal and temperature change. It is forbidden to use air conditioner when temperature is lower than 25°C or higher than 10°C. The doors and windows must be closed when the air conditioner is on; the air conditioner must be turned off 20 minutes before off work, and the air conditioner is being cleaned regularly to reduce the electricity use and better energy consumption efficiency. We also post energy reminders at prominent location in the offices and remind employees of the importance of saving energy in daily routine meetings. During the Reporting Period, electricity utilization decreased compared with the previous year due to actively cooperate from staffs to control the use of electricity.

四、環境保護 (續)  
2. 資源使用的管理 (續)  
節約用電 (續)

IV. Environmental Protection (Continued)  
2. Management of Resource Utilization  
(Continued)  
Conservation of Electricity Utilization (Continued)

於本報告期內，本集團間接使用能源及所產生範圍二溫室氣體的排放情況如下表：

During the Reporting Period, the Group's use of electricity and the Scope 2 greenhouse gas emissions generated by the Group are as follows:

	本報告期		2019/2020 (噸)	
	Reporting Period (Tonnes)		2019/2020(Tonnes)	
	使用量 (兆瓦時) Consumption (MWh)	二氧化碳當量排放量 (噸) CO2 Equivalent Emissions (Tonnes)	使用量 (兆瓦時) Consumption (MWh)	二氧化碳當量排放量 (噸) CO2 Equivalent Emissions (Tonnes)
管道燃氣、輸配罐裝燃氣及燃氣分銷業務： Piped gas transmission and distribution, cylinder gas supply and gas distribution:				
電力 Electricity:	2,406.68	1,638.39	2,863.49	2,581.27
本集團排放總量 Group Total Emission		1,638.39		2,581.27
本集團排放量密度 <sup>1</sup> Group Emission Intensity <sup>1</sup>		3.34		4.30

附注：

Note:

1 管道燃氣、輸配罐裝燃氣及燃氣分銷業務的排放量密度以每千噸天然氣及液化氣總銷售量計算。

1 The emission intensity of piped gas transmission and distribution, cylinder gas supply and gas distribution business are calculated based on the kilo-tonne of the total natural gas and liquefied gas sold.

#### 四、環境保護 (續)

##### 2. 資源使用的管理 (續) 節約用水

本集團主要使用政府供應的水源，但部份附屬公司地處偏遠地區，市政管道未能覆蓋，因而需要使用地下水作為水源。這些水源主要用於辦公室、門店、飯堂及員工宿舍，以及於夏天為氣站的儲氣罐灑水降溫，防止罐內壓力過大而導致爆炸（灑水降溫是防控方式之一）。於本報告期內，我們雖然沒有於求取適用水源上遇到任何問題，但我們清楚知道水資源是一種寶貴、共用及有限的資源；同時，我們亦希望每位員工能重視地球的水資源，因此我們仍積極採取各項措施，教育員工充分利用水資源，提高他們用水的自覺性，減少浪費，例如：飲用水不作其他用途；洗手時控制水流，水龍頭儘量開小，用完立即關閉；定期檢查供水管道，防止「跑、冒、滴、漏」的情況，如發現管道與閥門損壞和漏水時，應及時通知維修部門進行維修。為了進一步加強管理，部份附屬公司根據國家與當地政府相關規定並結合公司的實際情況，制定了水資源與電力的管理制度，負責部門訂立資源使用指標與記錄用量，定期檢查使用情況；不時進行節約宣傳教育工作；如發現員工浪費資源，公司會按情況處以懲罰。於本報告期內，本集團用水量較上年度增加，因附屬公司數目增加。

#### IV. Environmental Protection (Continued)

##### 2. Management of Resource Utilization (Continued) Water conservation

The Group mainly uses government-supplied water sources, but some subsidiaries are located in remote areas where municipal pipelines are yet covered and required groundwater as their water source. These water sources are mainly used in offices, stores, dining halls and staff dormitories, as well as spraying water to cool the gas storage tanks in summer to prevent explosions caused by excessive pressure inside the tanks (sprinkling and cooling is one of the prevention and control methods). During the Reporting Period, although we did not encounter any problems in obtaining the applicable water source, we clearly understood that water resources is a precious, shared, and limited resource; meanwhile, we also hope that every employee is care of water conservation. We are still taking active various measures to educate the employees to make the best use of the water resources, increase their awareness of water use and reduce wastage, for example, drinking water is not used for other purposes; water flow from tap is controlled at low level, water tap should be turned off when not in use, check the water supply pipelines regularly to prevent "running, dripping, leaking". The maintenance department shall be timely notified for the maintenance once damaged pipes or valves or water leakage is found. In order to further strengthen the control in this area, certain subsidiaries have set up water resources and power management system according to own situation and make reference with the relevant requirements of national and local government regulations. The responsible department has setup resource usage indicators and record usage and regularly checking the usage. We keep promoting resources conservation and organise training. Employees will be penalized for resources wastage. During the Reporting Period, the Group recorded an increase in consumption of water resources compared with the previous year due to the number of subsidiaries increased.

四、環境保護 (續)  
2. 資源使用的管理 (續)  
節約用水 (續)

IV. Environmental Protection (Continued)  
2. Management of Resource Utilization  
(Continued)  
Water conservation(Continued)

於本報告期內，本集團水資源的使用情況如下表：

During the Reporting Period, the Group's water consumption is as follows:

	本報告期 (噸) Reporting Period (Tonnes)	2019/2020 (噸) 2019/2020 (Tonnes)
水資源 Water Resources		
管道燃氣輸配、罐裝燃氣供應及燃氣分銷業務： Piped gas transmission and distribution, cylinder gas supply and gas distribution:		
總量 Total	83,984.33	69,936.68
密度 <sup>1</sup> Intensity <sup>1</sup>	171.11	116.42

附注：

Note:

1 管道燃氣輸配、罐裝燃氣供應及燃氣分銷業務的排放量密度以每千噸天然氣及液化氣總銷售量計算。

1 The emission intensity of piped gas transmission and distribution, cylinder gas supply and gas distribution business are calculated based on the kilo-tonne of the total natural gas and liquefied gas sold.



#### 四、環境保護 (續)

##### 2. 資源使用的管理 (續) 節約用紙

為了減輕日常營運對環境造成影響，本集團積極推廣「無紙化辦公室」，鼓勵員工以電子檔案形式傳遞資訊及檔，減少影印、列印或傳真。為了善用紙張，我們鼓勵員工將列印機設置為雙面列印模式；於影印或列印前檢查文檔格式（如字距、邊距和頁面）；在不影響閱讀的前提下，將字體縮小；迴圈循環使用舊信封及公文袋；儘量充分利用及迴圈循環使用單面使用過的紙張，將兩面都已使用過的廢紙放入再造紙收集箱，並交由具資質的回收商處理。我們還採取「統一採購、統一領用」的紙張管理方法，透過建立紙張採購及領用程式，有效地規範及改善各部門的用紙習慣。於本報告期內，本集團用紙張量 10.30 噸，較上年度增加 1.39 噸，因增加業務宣傳活動及增加入戶安全檢測表。

#### IV. Environmental Protection (Continued)

##### 2. Management of Resource Utilization (Continued) Conservation of Paper Utilization

In order to relieve the environmental impact from daily operations, the Group actively promotes "Paperless Offices" to encourage employees to deliver information and documents in electronic forms and reduce photocopying, printing, or faxing. We encourage employees to set the printer in double-sided printing mode; check file formats (such as word distance, margins, and pages) before photocopying or printing; change the font size without affecting reading; reuse the used envelopes and briefcase. We fully utilize paper by reuse single-sided paper, put the used double-sided wastepaper into the recycled paper collection box and dispose them to qualified recyclers. We also adopt paper management method of "unified procurement and distribution" to effectively regulate and improve the paper use habits of various departments through the establishment of paper procurement and collection of use procedures. During the Reporting Period, the Group has consumed approximately of 10.30 tonnes of paper, representing an increase of approximately 1.39 tonnes compared with the previous year. This was due to an increase in promotion activities of business and the use of household safety inspection forms.



## 四、環境保護 (續)

### 3. 環境及天然資源

本集團作為一家提供清潔能源的企業，除了為市民提供安全、持續及高質量的能源外，我們還高度關注營運對環境及天然資源所帶來的影響；於遵循國家環保法律法規的同時，我們積極採取不同的管理手段，對附屬公司下達有效降低碳排放的指令，加強推廣環境保護重要性的訊息，以改善員工使用資源的習慣，減低本集團對環境及天然資源的不良影響。

本集團知悉使用車輛於運送產品的過程中會對大氣環境帶來較大的負面影響，因此我們於不影響營運的情況下作出合理的管理措施，努力減低碳排放量。我們還繼續密切關注全球氣候變化及國家的能源改革政策，以評估日常營運對環境所帶來的風險，並持續強化環境保護全過程管理，以各種方式推廣清潔能源的應用，全方位履行我們的環保責任。我們亦期盼於實施有關的環境政策時，能夠將環保訊息傳給各個持份者，建立更有力量的凝聚力，攜手舒緩氣候變化。

## IV. Environmental Protection (Continued)

### 3. Environment and Natural Resources

As a company that provide clean energy, we provide people safe, continuous and high-quality energy and we are highly concerned on the impact of operation on environmental and natural resource. While following national environmental laws and regulations, we actively adopt different management measures, giving instructions to subsidiary companies to effectively reduce carbon emissions, strengthen the importance of environmental protection information in order to improve the habit of using resources, reduce the adverse impact of the Group on environmental and natural resources.

The Group understood that the use of vehicles in the process of transporting products have significant negative impact on the atmospheric environment. Therefore, we have taken reasonable management measures to reduce carbon emissions without affecting operations. We also continue to pay close attention to global climate changes and national energy reform policies in order to assess the risks posed to the environment caused by daily operations, we continue to strengthen the management in environmental protection, promote the application of clean energy in various ways, and fulfill our environmental responsibilities in all aspect. We also look forward to disseminating environmental protection information to various stakeholders when implementing the relevant environmental policy and to build up a more powerful cohesion and work together to alleviate climate change.

# 五、僱傭及勞工常規

## V. Employment and Labour Practices





## 五、僱傭及勞工常規

本集團嚴格遵守《中華人民共和國勞動合同法》、《中華人民共和國勞動法》、《中華人民共和國未成年保護法》、《中華人民共和國婦女權益保障法》等法律法規，明確實行公平、公正的僱傭政策，杜絕一切形式的不合規僱傭，禁止強迫勞工及僱傭童工，招聘時無性別、民族、信仰等強制要求，建立完善的發展及晉升體系。本集團積極保障女性員工平等的勞動權利，力求保障所有員工的人權。我們關注員工的工作、生活和身心健康，通過定期組織文藝、工餘活動和培訓課程，豐富員工的生活，提升員工的技能和增強團隊的凝聚力。我們還鼓勵員工建立融洽和諧的人際關係，提倡相互協作的團隊力量並發揚本集團多年來累積的團結合作精神；發揮集體的力量的面對困難及迎接挑戰。我們因應各地不同的勞工條例而調整和制定適合當地企業的人力資源政策。

## V. Employment and Labour Practices

The Group strictly abide by the “Labor Contract Law of the People's Republic of China”, the “Labor Law of the People's Republic of China”, the “Law on Juvenile Protection of the People's Republic of China”, the “Women's Rights Protection Law of the People's Republic of China” and other laws and regulations, clearly implement a fair and justify servant policy. We forbade all kinds of non-compliance employment, forced labour and child labour. We set up comprehensive development and promotion system where there is no mandatory requirements of gender, nationality and belief. The Group actively guarantees the equal labour rights of female employees and strives to protect the human rights of all employees. We are care of work-life balance, life and physical and mental health. We periodically arrange arts, spare activities and training sessions to employees enriching their lives, enhancing their skills and team cohesion. We also encourage employees to build harmonious relationships, promote team spirit of cooperation and unity for years; bravely face difficulties and overcome challenges. We modify and develop human resource policies vary by location to comply with the local labour laws and regulations.



## 五、僱傭及勞工常規 (續)

### 1. 人才甄選

本集團緊貼國家能源發展規劃，結合行業市場前景及本集團業務需求，分析各地、各業務的人才資源需求，積極吸納、培養高素質人才，努力擴展專業團隊，穩固本集團的可持續發展。同時本集團主張機會平等及尊重個人私隱，並制定了招聘管理制度以規範員工聘用的流程。於招聘過程中，部門主管確定招聘崗位的工作責任與要求，經管理層審批後，人力資源部門按照要求篩選合適的應聘者，以提高人才甄選的效率。本集團以品格、學識、能力及崗位要求為僱用標準，為不同年齡、性別、種族、婚姻狀況或國籍的人士給予平等的僱用機會。此等政策適用於不同階段的僱傭關係，包括但不限於招聘、晉升、績效考核、培訓、個人發展及終止聘用。在平等的基礎上，本集團期望發掘能投入工作、敬業及勇於承擔責任的人才，並且對不斷學習、持續改善自身能力及願意與本集團一同向前發展的員工寄予信心和厚望。

## V. Employment and Labour Practice (Continued)

### 1. Talent Selection

The Group closely follow the national energy development plan and consider the industry market prospects and its business development needs. We strive to expand the professional team and stabilize the sustainable development of the Group, therefore, we analyzes the demand for human resources in various regions and businesses, actively absorbs and trains high-quality talents. The Group develop a recruitment management system to standardize the employee employment process, we advocates equal opportunity and respect for personal privacy. In the recruitment process, the department director first determines the work responsibilities and skill requirements of the vacancy with approval from the higher management team, then the human resources department assesses and selects applicants according to the detailed requirements of the vacancy. The procedures improve the efficiency of recruitment. The Group provide equal opportunities to people of different ages, gender, race, marital status, and nationality and considering only their standards of character, knowledge, abilities, and specific job requirements. Such policies apply to all types of employment relationships, including but not limited to recruitment, promotion, performance appraisal, training, personal development, and termination of employment. the Group expect, with the view of equality, to identify talents who are committed and dedicated to work, willing to take responsibility, eager to learn, continuously improving their abilities and who are willing to move forward with the Group.



## 五、僱傭及勞工常規 (續)

### 2. 勞工準則

本集團重視人權，保護勞工權益。我們根據適用的法律法規，嚴格禁止童工或強制勞工。在招聘的過程中核對應聘者的身份證明文件，以防止不合法的勞工。員工的工作時間需符合當地有關勞動法律法規，任何必要的加班安排必須獲得員工同意及自願配合，並按照法律法規給予員工補償，以避免強迫性加班。對於已退休而再次聘用的員工，本集團會與員工達成勞工協議，明確雙方的責任，從而保留經驗豐富的資深員工。於本報告期內，我們已遵守勞動法律法規，並沒有僱用低於法定工作年齡的童工或強制勞工。

## V. Employment and Labour Practice (Continued)

### 2. Labour Code

The Group values human rights and protects labour rights. We strictly prohibit child labour or mandatory labour in accordance with applicable laws and regulations. We verify the applicant's identification documents in the recruitment process to prevent illegal labour. The working hours must comply with relevant local labour laws and regulations and any overtime arrangement must be agreed by employee and with his voluntary agreement to avoid forced overtime working and compensate employee for overtime working in accordance with laws and regulations. For those retired and/or re-employed employee, we sign labour contract with employee and define the responsibilities of both parties so as to retain experienced employees. During the Reporting Period, we complied with labour laws and regulations and did not hire any child under the statutory working age or any forced labour.



## 五、僱傭及勞工常規 (續)

### 3. 員工待遇

本集團秉承公平、公正、合理的薪酬管理制度，致力於完善薪酬績效管理機制，從而保障企業的可持續戰略發展。本報告期內，我們積極完善了薪酬體系及薪酬績效管理機制，保障員工的付出可被給予公平、公正、合理的評價和回報，並通過績效回饋更好地促進員工揚長避短，為企業的發展盡可能做出更多的貢獻。此外，員工的待遇及福利會因不同地區的企業而有所不同，員工的待遇基本包括工資、加班費及/或酌情獎金等。其他福利包括節日禮品（如春節、三八婦女節、端午節、中秋節等）、生日禮金、伙食費、員工身體檢查、交通津貼、通訊津貼、高溫津貼及/或防暑藥品與飲品等。

為了提升員工的工作態度與工作效率，激發員工的上進心，於本報告期內本集團根據需求定期進行了系統化的績效考核，並按照多項標準，包括工作經驗、年資、知識技能、表現及貢獻等，公平、公正地評估給予員工的獎金、薪酬調整幅度及/或晉升建議。於績效考核的過程中，部門主管與下屬員工溝通與討論，為員工制訂接下來的工作目標及發展計畫，安排適當的培訓活動，引發員工潛能。

## V. Employment and Labour Practice (Continued)

### 3. Compensation and Welfare

The Group is committed to improve the salary performance management mechanism to ensure the sustainable strategic development of the enterprise. We support fair, just and reasonable salary management system. During the Reporting Period, we actively improve the salary system and salary performance management mechanism to ensure that employees' contribution be protected and they be rewarded in accordance with fair, just and reasonable appraisal, and the Group may make use of employees' strengths and circumvent their weaknesses through performance appraisal that contribute the development of the company. Staff compensation and benefit vary among corporations in different regions, the remuneration package of employee basically include salary, overtime pay and/or discretionary bonuses. Other benefits include holiday gifts (such as Spring Festival, March 8th Women's Day, Dragon Boat Festival, Mid-Autumn Festival), birthday gifts, meal allowance, physical examination package, transportation allowance, communication allowance, high temperature allowance, and/or heatstroke prevention drugs and drinks allowance.

During the Reporting Period, the Group conducted a periodic and systematic performance appraisal to improve employee's working attitude, efficiency and motivate them, we considered a series of issues including work experience, seniority, knowledge and skills, performance and contribution in the process of performance appraisal on the basis of fairly and equally assessment and then compensated with salary adjustment and/or promotion recommendations. In the process of performance appraisal, the department directors communicated and discussed with their subordinate, formulated his career objectives and developed future plans and then arrange appropriate training programs to realize colleagues' potential.

## 五、僱傭及勞工常規 (續)

### 3. 員工待遇 (續)

本集團秉承注重員工福利的理念，在按照國家相關法律法規提供員工基本福利的基礎上，積極制定和完善相關員工福利制度，推行全民社保制度，為所有員工繳納養老、醫療、失業、工傷和生育保險和住房公積金以及為香港員工的強制性公積金（「強積金」）計畫供款，並注重員工的身體健康與安全，每年為大部分員工進行體檢，如解僱員工或因此需要作出賠償，我們亦會按照當地的法律法規進行處理。

本集團注重以人為本的精神，為了全面平衡員工的生活與工作，與員工共同打造積極、健康、可持續的良好工作環境。本集團積極關注員工的身心健康，我們依照各地的勞動法訂立員工工作時數及保障員工休息休假的權利，所有員工均享有休息日及法定假日。為員工組織不同類型的工餘活動，如植樹、運動會、籃球比賽、長跑活動、遠足、三八婦女節活動、迎春晚會及戶外燒烤活動等，通過各項活動可以增強員工之間的凝聚力、增強團隊意識、提升員工的歸屬感和減輕員工的工作壓力。

對於 2020 年的新冠疫情，本集團積極回應我國抗疫防疫工作，採取多樣式防疫措施，保障員工的身心健康，與此同時，保障供應，贏得抗疫保供的好口碑。本集團沒有因疫情情況嚴重而削減員工待遇或裁減員工；此外，為了員工健康及生命安全著想採取的多項防疫措施，詳細資料請參考下文「健康與安全」部份。



## V. Employment and Labour Practice (Continued)

### 3. Compensation and Welfare (Continued)

The Group is care of employee welfare, the Group actively implements and perfect the relevant employee welfare system for provision of basic employee benefits in accordance to the national laws and regulations, we execute universal social security system, arrange pension, medical care, unemployment, industrial injury, birth insurance and housing provident funds, as well as contributions to mandatory provident fund ("MPF") scheme for Hong Kong employees. We pay attention to the health and safety of employees, annual physical test be conducted for most employees. We handle dismissal and compensation in accordance with local laws and regulations.

The Group pays attention to the people-oriented spirit in order to balance the staff's life and work. We work together to create a positive, healthy and sustainable good working environment. The Group concerns the physical and mental health of our employees, we fix the working hours of employee and protect their right to rest and vacation according to local labor laws. All our employees are entitled to rest days and statutory holidays. Besides, we organize various types of after-work activities, such as tree planting, sport games, basketball games, marathon, hiking, 38 women's day activities, winter jasmine party and outdoor barbecue activities, etc. Through various activities, employees can enhance the cohesion between employees, raise up team awareness, strength the sense of belonging and reduce the work pressure of employees.

For the COVID-19 in 2020, the Group actively responded to China's anti-epidemic and epidemic prevention work by taking multi-style epidemic prevention measures to protect the physical and mental health of employees. At the same time, it guarantee supply and won a good reputation for fighting the epidemic. The Group did not cut staff benefits or lay off staff due to the severe epidemic situation; in addition, for staff health and life safety, a number of epidemic prevention measures have been taken, for details, please refer to "Health and Safety" below.

### 員工活動 Employees' activities

## 五、僱傭及勞工常規 (續)

### 4. 發展及培訓

本集團充分意識到高質素團隊是企業的核心競爭力，對於企業的持續穩定發展起著重要的作用，因此我們一直視人才培訓為本集團的核心任務之一。為了配合企業長遠發展及員工職業生涯規劃，本集團鼓勵員工持續進修及終身學習，並由人力資源部門結合各部門的人力資源需求，編制和完善相應的培訓計畫，希望發掘和培養專業人才，以打造一支工作優秀、訓練有素及具責任心的企業團隊；持續的培訓不但能提高員工的知識和管理水準；亦能提升員工履行職責的能力，改善工作表現，增強工作效率；還可提高員工的工作熱情，培養團隊精神。

新員工須接受職前培訓，該培訓旨在介紹企業文化、業務、行業知識、組織架構、規章制度、品質意識、生產流程與技術及安全工作等。新員工與調職員工須參加三級安全教育培訓，讓員工瞭解國家安全生產法律法規、學習安全知識、熟習各崗位的安全生產及掌握安全生產重點（安全工作培訓的詳細資料請參考「健康與安全」部份），新員工需通過考核才能上任。

## V. Employment and Labour Practice (Continued)

### 4. Development and Training

The Group is fully aware that high-quality team is the core competitiveness of the enterprise which is critical to the corporate sustainable and stable development, so talent training currently is one of our core missions. In order to cope with the long-term development of the Company and align with the staff career plan, the Group encourages continuous study and life-long learning. We understand from human resources department that the demand on human resources from different departments, therefore the human resource department designs comprehensive staff training plans exploring and cultivating professional talent with a view of building an excellent, well-trained and responsible corporate team. Continuous training not only improves staff knowledge and management skills, but also upgrades their ability to perform duties, improves their working attitude and enhances work efficiency. It raises up staff enthusiasm for work and cultivate team spirit.

New employees must have induction training designed to introduce corporate culture, business and industry knowledge, organizational structure, regulation policies, quality awareness, production processes and technology, and safety operations, etc.. New and seconded employees must participate in the three-level safety education and training so that they can understand the national safety production laws and regulations. Employees must learn safety knowledge, be familiar with the safety production on each post and master the key points of production safety (for details of safety training, please refer to “Health and Safety” section) and they have to pass the assessment test before joining the Group.



## 五、僱傭及勞工常規 (續)

### 4. 發展及培訓 (續)

於本報告期內，除了新員工職前培訓，我們還組織了多項與人力資源、財務、稅務、產品、客戶服務、品質管理、法律法規、資訊系統、安全生產（安全工作培訓的詳細資料請參考下文「健康與安全」部份）等方面相關的培訓課程，內容包括勞動合同法、社會保險費管理、資金管理制度、財務管理制度、報銷管理制度及流程、個人所得稅、稅務與會計準則、產品講解、城鎮燃氣設計規範、提升服務品質、燃器具售後服務技巧、城鎮燃氣室內工程施工與驗收規範、城鎮燃氣管理條例、系統操作等，藉著不同範疇的培訓，希望能達到培育人才之最終目的。

## V. Employment and Labour Practice (Continued)

### 4. Development and Training (Continued)

During the Reporting Period, in addition to pre-employment training to new employees, the Group has organized a series of training program related to human resources, finance, taxation, products, customer service, quality management, laws and regulations, information systems, safe production (details for safety work training please refer to "Health and Safety" section below) including labor contract law, social insurance premium management, fund management system, financial management system, reimbursement management system and procedures, individual income tax, tax and accounting codes, product explanation, urban gas design specifications, service quality improvement, after-sales service skills for gas appliance, urban gas interior engineering construction and inspection and acceptance specifications, urban gas management regulations, system operation, etc. these all aim at cultivating talents.



## 五、僱傭及勞工常規 (續)

### 5. 健康與安全

本集團著重員工健康及提供安全的工作環境，預防及避免員工受到職業性的危害。為了符合《中華人民共和國安全生產法》及當地相關的法律法規，我們制定安全生產責任制度並建立安全管理委員會安全管理組織架構，各級管理層和各員工必須簽訂安全生產責任書，讓員工清楚瞭解自身的安全職責，以及嚴格按照安全生產責任書履行安全職責。新入職員工需接受安全教育，瞭解安全部門的工作流程和指引，對員工進行日常性的安全思想、安全知識和安全技術的教育；我們還定期組織安全考核，以確保員工於思想上、知識上和技術上均能達到安全標準履行其職責。

## V. Employment and Labour Practice (Continued)

### 5. Health and Safety

The Group focuses on its employee health and provides a safe working environment preventing and avoiding occupational hazards. To comply with the "Safety Production Law of the People's Republic of China", local laws and regulations, we have designed the production safety responsibility system that fixed the safety management organization structure and set up the safety management committee. Management and employees at all levels must sign the production safety responsibility letter, employees can clearly understand their own safety responsibilities and strictly comply with the safety requirement as stated thereon. New employees should join safety education trainings which ensure that they understand the working processes and guidance. We provide routine daily education training program related to safety awareness, safety knowledge and safety techniques and regularly organize safety assessment to evaluate employees' self-awareness, knowledge and skills for performing their duties properly.



搶險、消防及急救演



Emergency, fire and emergency performance



## 五、僱傭及勞工常規 (續)

### 5. 健康與安全 (續)

洩漏燃氣可引致安全事故，對員工及市民可造成嚴重後果，因此從生產至售後服務的不同階段，我們制定了相應的管理制度與操作規程，包括風險管理手冊、日常生產安全管理、工程建設安全管理、氣站安全管理、消防安全管理、氣罐裝卸與安全操作規程、安全行駛操作規程、安全檢查制度、天然氣用戶管理、用戶報修服務管理、安全事故管理等，以減少安全隱患及避免安全事故發生。為了貫徹落實「安全第一、預防為主、綜合治理」的安全生產方針，規範應急管理工作，提高應對風險和防範事故的能力，盡量減少人員傷亡及對環境和社會帶來負面影響，並確保應急救援工作有效，本集團制定生產安全事故應急預案，建立處理事故的架構及訂立明確相關責任，辨識危險源，評估風險，分析事故發生的可能性及其後果的嚴重性，然後為各種重大事故制定不同的應急預案，內容包括負責人、預防事故的措施、事故發生後的通報、應急疏散、現場應急處理的流程與要求、維護人員安全的措施、宣傳教育、演練、獎懲制度等。

## V. Employment and Labour Practice (Continued)

### 5. Health and Safety (Continued)

Leakage gas can cause safety incidents and serious consequences to employees and citizens. Therefore, we have formulated the respective management system and operation procedures from production to after-sales service including risk management manual, daily production safety management, engineering construction safety management, gas station safety management, fire prevention management, gas cylinder loading and unloading and safety operation procedures, safety driving operation procedures, safety inspection system, natural gas user management, user report and repair service management, safety incident management, etc. to reduce potential safety risks and avoid safety incidents. In order to implement the work safety production mission of "safety first, prevention first and comprehensive management", we standardized the emergency management work that may improve our abilities to respond to hazards and prevent incidents, minimize casualties and negative impacts on environment and society. To ensure the effectiveness of emergency rescue work the Group has formulated the emergency preparation plan for production safety incidents fixing the structure for management of incident and setting up the relevant responsibilities: we first identify the source of hazards, assess the risk, analyze the possibility of an incident and the severity of their consequences, then we design various emergency preparation plans for different significant incidents which include a list of the responsible positions, incident prevention measures, notifications after incidents occurring, emergency evacuation plans, on-site emergency management procedures and requirements, personal safety measures, publicity and education, drills, reward and punishment system, etc.



定期安全培訓與實操訓練



Regular safety training and practice activities

## 五、僱傭及勞工常規 (續)

### 5. 健康與安全 (續)

開展員工培訓、為員工提供安全工作環境與職業健康有著密不可分的關係，本集團通過適當的職業健康與安全意識教育，為員工講解企業方針，增強員工的安全意識和自覺性、提高員工的專業技能，尤其是負責存在重大安全隱患崗位的員工，使他們能在安全環境下履行相關職責；如發現事故及安全隱患，需立即向管理層報告。於本報告期內，除了為新員工提供職前培訓，我們還組織了多項安全培訓工作，如生產安全操作規程、消防安全知識與燃氣知識培訓、壓力容器操作培訓、高空與高溫作業安全及防護培訓、用電知識培訓、液化天然氣理化知識與實操訓練、危險貨物道路運輸安全管理培訓、易燃易爆場所消防安全培訓、應急預案培訓、隱患排查、案例分析與燃氣設施檢修培訓、入戶安全檢查培訓、搶險培訓、安全資格證培訓等。

按照氣站安全管理制度，所有員工必須接受三級安全培訓及入職考核，安全技術部定期派人到氣站進行安全檢查，如發現問題便會下發整改通知書並於本集團中進行通報，安全人員定期到氣站以口試的形式進行知識、規程的考核等。

## V. Employment and Labour Practice (Continued)

### 5. Health and Safety (Continued)

Staff trainings are closely related to workplace safety and occupational health. The Group arranges various occupational health and safety training to introduce corporate objectives, enhance awareness on safety and self-consciousness of employees, and to upgrade their professional skills, especially of those job duties with significant potential safety hazards, and it is expected that these measures could protect them and enable them to perform their responsibilities in a safe environment. When incidents occur or we are aware of any potential hazards, employees have to report to the management team promptly. During the Reporting Period, we not only provided induction training to new employees but also organized various safety training programs, such as production safety operation procedures, fire prevention knowledge and gas knowledge training, pressurized vessel operation training, safety and protection training on operation at high altitude and under high temperature, use of electricity training, physical and chemical knowledge on liquid natural gas and practical training, dangerous goods road transport safety management training, fire prevention training for flammable and explosive venues, emergency plan training, hazards investigation, case analysis and gas facilities maintenance training, home safety inspection training, emergency repair training, and safety qualification training, etc.

According to the safety management system of the gas station, all employees must receive three-level safety training and on board assessment. The safety and technology department regularly conducts safety inspection at gas stations. If problem be found, rectification notice will be issued and to notify the Group. Safety officer periodically visit the gas stations and conduct oral assessment of staffs' relevant knowledge and standard operation procedures, etc.

## 五、僱傭及勞工常規 (續)

### 5. 健康與安全 (續)

員工是本集團的寶貴資產，我們必須將員工健康與安全放於首位，由於2020年新型冠狀病毒肺炎疫情持續，因此我們配合各地政府的防疫防控政策，積極採取各種防疫措施，例如：於門店、氣站及辦公室內進行全面消毒，並由主管反覆檢查，以確保防疫工作能落實到位；每天為員工量度體溫及登記個人健康狀況，沒有任何疑似感染症狀的員工方可進入門店、氣站及辦公室；為員工配備合適的防疫工具（如口罩、手套、酒精搓手液等）；要求員工必須佩戴口罩；時刻提醒員工與其他員工及客戶保持社交距離；恆常教育員工在疫情期間須按照政府疫情防控制政策，自覺防範，如非必要應避免到訪任何疫情中高危地區；有需要的員工可申請居家工作。於本報告期內，有賴各位員工堅持進行上述防疫措施，我們並未有員工確診新型冠狀病毒肺炎；雖然疫情有所放緩，我們仍會繼續密切關注疫情情況，並配合政府採取適當的處理手段，期望能與員工共同努力，不畏艱難，期望儘早戰勝疫情。

## V. Employment and Labour Practice (Continued)

### 5. Health and Safety (Continued)

Employees are the valuable assets of the Group, we must put the health and safety of our employees in our first priority. As the COVID-19 outbreak continues, we cooperate with local government to comply with epidemic prevention and control policies, actively taking various epidemic prevention measures. For example, stores, gas stations and offices be fully disinfected and double checked by the supervisors to ensure effective epidemic prevention; every day we check and record employees' temperature and health conditions, only employees without any suspected symptoms of infection can entry the stores, gas stations and offices; we provide employees with appropriate epidemic prevention tools (such as masks, gloves, alcohol hand gel, etc.); employees are required to wear face masks and are always reminded to keep social distance from other employees and customers; we continuously educate employees on obeying the government epidemic prevention and control policies during the epidemic period, taking preventive measures consciously, avoid visiting any high-risk areas with epidemic; working from home, if required. During the Reporting period, thanks to the staff's adherence to comply with all the epidemic prevention measures, we did not record any staff diagnosed with COVID-19; although the epidemic seems has slowed down, we will continue to keep close eye on the epidemic development and cooperate with the local government and to take appropriate measures, working hard with employees to overcome the epidemic as soon as possible.

## 合規

於本報告期內，本集團沒有涉及與僱傭、健康與安全及勞工準則相關並對本集團有重大影響的已確認違法、違規事件。

## Compliance

During the Reporting Period, the Group did not involve in any non-compliance incidents relating to employment, health, and safety and labour standards that have significant impact on the Group.

# 六、營運慣例

## VI. Operating Practice



## 六、營運慣例

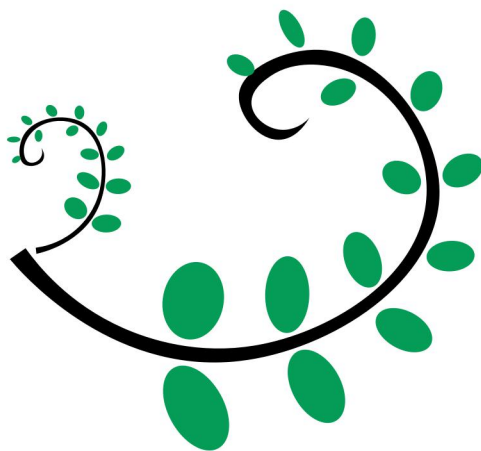
### 1. 供應鏈管理

本集團嚴格遵守《中華人民共和國招標投標法實施條例》、《中華人民共和國招標投標法》等，結合本集團企業發展與管理現狀，向供應商及業務夥伴傳達環保事宜及期望，冀盼供應商能配合我們對社會履行社會責任。我們希望與有實力的供應商建立長期、穩定的戰略合作關係，與他們在平等、雙贏的基礎上共同發展業務。本集團根據各地情況的不同制定了多項採購管理制度，在保障供應商利益的前提下，要求所有供應商按照本集團要求的環境保護、員工健康與安全等期望，同時明確供應商選擇、引入及考核標準，規範供應商在招投標以及合作過程中的商業操守及道德。本集團力求制定完善的供應商招標流程，並對供應商從引入到退出進行全面管理。本集團積極擔當企業社會責任，及時落實各地採購政策，適時扶持當地供應商，以帶動當地經濟發展。同時為了與供應商共同建立高效能的供應鏈，我們與具有良好信用歷史、穩健商譽、高產品或服務品質、良好環境的合規記錄，以及對堅守社會責任的團體保持長期戰略和合作夥伴的關係。我們不定期審查產品或服務供應商的表現，旨在更有效地控制和確保我們的產品和服務品質。從簽訂合約到驗收的操作和監督皆有嚴密分工規定，務求物品和服務供應商具認可資格、具應有專業技術、有良好的內部管理制度、品質穩定、準時交貨、合法合規等，確保供應商具有競爭力及有能力提供高質素物品和服務。部份附屬公司更制定利益沖突管理制度並設立嚴謹程式，讓員工、供應商、客戶和與我們業務有關的人士舉報任何利用職務違法、違規的行為，避免出現損害各方合法利益的行為。於本報告期內，本集團並沒有收到任何有關此方面之嚴重違規報告。

## VI. Operating Practice

### 1. Supply Chain Management

The Group strictly abides by the “Regulations of the Implementation of the Tendering and Bidding Law of the People's Republic of China” and the “Tendering and Bidding Law of the People's Republic of China”, etc. we pay our concerns on the environmental protection development and expectations to the suppliers and business partners with the consideration of our current corporate development and management of the Group and expects them work with us to fulfill our social responsibilities to the society. We hope to establish long-term and stable strategic partnerships with competent suppliers to jointly develop businesses on the view of equality situation. The Group has formulated multiple procurement management systems according to various situations, and on the consideration of protecting the interests of suppliers, we require all suppliers to meet the requirements of the Group related to environmental protection, employee health and safety. We clarify the selection, introduction and evaluation standards of suppliers, and regulate supplier's conducts and ethics in the process of bidding and cooperation. The Group strives to develop a complete supplier bidding process which comprehensively manage the suppliers in the progress from start to exit. The Group actively undertakes corporate social responsibility, implements local procurement policies in timely manner, and supports local suppliers that boost up the local economic development. At the same time, we have developed long-term strategic and partnership relationship with groups of suppliers, who have a good credit history, sound reputation, quality products or service, good environment compliance record, and adherence to social responsibility which help to build an efficient supply chain. We, from time to time, monitor the performance of our product or service providers to control the quality of our products and services effectively. There are strict regulations on division of jobs from signing contract, the inspection and acceptance of works done as well as supervision, so as to ensure that the suppliers for provision of products and services have recognized qualifications, professional skills, well internal management systems, stable quality, on-time delivery, and legal compliance, etc. and they are competitive and capable to provide high-quality products and services. Certain subsidiaries also set up conflict of interest management systems and establish stringent procedures that allow employees, suppliers, customers and business-related parties to report any illegal use of their positions, which prevents behaviors that harm the legitimate interests of all parties. During the Reporting Period, the Group did not have any significant issues relating to violations in this regard.



## 六、營運慣例 (續)

### 2. 產品及服務責任

本集團深明令用戶滿意是未來業務持續增長的關鍵，因此我們一直以誠信的態度，為用戶提供高質素的產品及服務，並追求卓越。為了塑造良好的服務形象，我們訂定了用戶服務管理制度，對員工儀表、行為舉止、各個工作崗位的工作規範及服務用語都有嚴格的要求。對於用戶的意見，我們制定了用戶投訴管理制度，客戶服務部人員以積極的態度迅速處理有關投訴及提出相應的解決辦法；對於技術難度較高或有重要影響的投訴，客服人員會及時向管理層報告，並請示處理方法，防止事態擴大。為了瞭解用戶使用管道燃氣情況，加強用戶的管道燃氣使用常識和 safety 措施的掌握，加深用戶對我們的瞭解，以及監控工作人員的服務質素，我們建立了用戶回訪制度，訂立明確的回訪工作要求及回訪內容，客戶服務部人員需詳細記錄投訴的問題、處理結果及回訪情況，有關記錄可作為日後整改工作的依據。

## VI. Operating Practice (Continued)

### 2. Product and Services Responsibility

The Group understands that customer satisfaction is the key to our growth in future, so we currently provide users high quality services with the highest degree of integrity. In order to build up an image of excellent service, we have formulated a user service management system, which has strict requirements on staff appearance, conduct behavior, service greetings, work specification and service terms of each work post. We have formulated the user opinion management system to handle user's enquiry. The customer service department deals with the relevant complaints proactively and promptly and propose respective resolutions. When the customer service department report the complaints involving technical difficulty and with significant impact, it timely reports to the management team and obtains instructions on how to speedily handle the issue to prevent the situation from becoming worse. We have established a customer feedback management system which records the compliant from customers and our work done thereon. This feedback management system helps us to understand the users' use of pipeline gas situation, strengthen users' knowledge of pipeline gas use and safety measures, deepen users' understanding of us and monitor the service quality of our staffs. The customer service department should record the complaints, work done and customer feedback, and the relevant records can be used as the basis for future rectification work.



## 六、營運慣例 (續)

### 2. 產品及服務責任 (續)

我們為用戶供應燃氣前，需在戶外及用戶地點安裝設施及鋪設管道。通過管道輸送燃氣，以及車隊運送罐裝燃氣涉及用戶與市民的安全性問題。為了有效處理各類型的突發事件，確保事故現場的員工及附近市民的安全，本集團制定了突發事件應急處理工作預案。基本原則包括人身安全高於一切和儘量減少損失。突發事件發生後，我們的員工會立即到達事故現場作初步評估，瞭解事件類別、時間、地點、發生原因、人員傷亡、環境污染情況、對外圍環境影響等，並確定事件級別和採取相應的應急措施，避免事態擴大。

我們要求相關負責部門對所有用戶地點及戶外的管道進行定期檢查，確保管道沒有洩漏的情況，以避免突發事件。而且我們會教育用戶有關管道燃氣及罐裝燃氣的安全使用指引，提高用戶安全意識，一旦發現異常情況，需立刻通知我們，我們便迅速派技術人員到現場檢查和作出適當處理。對於所有安全檢查，負責部門需詳細記錄，定期向管理層報告。

## VI. Operating Practice (Continued)

### 2. Product and Services Responsibility (continued)

We have to install outdoor facilities and pipelines at user location before the provision of piped gas to users. The delivery of gas through pipelines and cylinder gas through transportation involving the safety issue of users and the public. In order to effectively deal with various types of emergencies and ensure the safety of employees and the public at the incident site, the Group has formulated an emergency work plan. Personal safety is always the first priority to minimize losses. After the incident occurred, our staff arrive at the accident site promptly for a preliminary assessment, investigate when it happened, casualties, location, cause of the incident, environmental pollution, impact on the surrounding environment, etc. and identify the incident level so that to take appropriate actions to minimize the damage.

We require the responsible department to conduct regular inspections of all user locations and outdoor pipelines that ensure pipelines are in safe condition and to prevent accidents. In addition, we educate users on the safe use of piped gas and cylinder gas to enhance their safety awareness. User should notify us promptly when abnormal situation is noted, we send technicians for site inspection at once to take appropriate actions. The responsible department is required to make detailed records and report all inspections to the management team regularly.



## 六、營運慣例 (續)

### 2. 產品及服務責任 (續)

燃氣安全是全社會的共同責任，為了避免任何安全事故的發生，本集團積極與政府、媒體、社區等各個層面合作，以多種形式廣泛地進行安全用氣宣傳，包括宣傳資料（安全用氣手冊）派發、使用者諮詢、標語、電影、幻燈片、報告、講座、黑板報、簡報、展覽、參觀、現場會等。我們的安全管理部門負責組織安全宣傳活動，包括每年的全國「安全生產月」、主要節假日、季節性宣傳、不定期的專題宣傳及「安全生產競賽」等。我們亦設立 24 小時搶險熱線，讓居民用戶能夠即時獲得安全專員的指示，及時將事故風險降至最低；如果發生任何事故，我們亦能夠獲得第一手資料，配合當地消防部門儘快處理事故，避免事故影響進一步擴大，同時我們也會排查各環節中各類安全隱患問題，把風險降到最低。



不同形式的安全用氣宣傳活動

## VI. Operating Practice (Continued)

### 2. Product and Services Responsibility (continued)

Gas safety is the common responsibility of the whole society. In order to avoid any safety incidents, the Group actively cooperates with the government, the media, the community and other channels to promote safe gas usage in various forms including promotion materials (safety gas usage manual), user consultation, slogans, movies, slides, reports, lectures, blackboard, newspapers, briefings, exhibitions, site-visits, on-site meetings, etc.. Our safety management department is responsible for organizing safety publicity activities, including the annual "National Work Safety Month", major holidays, seasonal publicity, irregular special publicity and "Safety Production Competition". We also set up a 24-hour emergency hotline to allow residents users to obtain the instructions from the safety commissioner promptly to minimize the accident risk; if the accident occurs, we can also obtain first-hand information, cooperate with the local fire department to handle the accident as soon as possible to avoid further expansion of the incident; we also investigate all kinds of safety risks in each section to minimize the risk.



Various safety gas promotion activities



## 六、營運慣例 (續)

### 2. 產品及服務責任 (續)

保密是本集團的核心價值之一，我們制定了用戶檔案管理規定，提出明確指引以監控客戶檔案的使用與管理，員工必須嚴謹及機密地處理客戶資料，以防止洩露客戶資料的情況；所有透過業務關係獲取的機密資料，除非是擁有法律或專業許可權或職責需要，在未獲得適當授權下，員工不得向第三方披露任何資料；如因業務關係而需查閱此等資料，員工必須提供查閱的目的及理由，獲得審批後方可查閱。

## VI. Operating Practice (Continued)

### 2. Product and Services Responsibility (continued)

Confidentiality is one of the core values of the Group. We have established user file management regulations with clear guidance to monitor the use and management of customer files. Employees must handle customer's information diligently and confidentiality to avoid leakage of customer information. For any confidential information obtained by business relationship, unless there is any legal or professional right or duty to do so, all employees are strictly prohibited to disclose any information to third parties without proper authorization. If it is necessary to access such information due to business needs, the employee must provide the purpose and reasons for access and the access can only be obtained after approval.

## 合規

於本報告期內，本集團的產品及服務沒有涉及重大違法、違規事件，亦沒有收到關於違反用戶私隱和遺失資料的投訴。

## Compliance

During the Reporting Period, the Group did not have significant issues relating to violations nor received any complaints concerning breaches of user privacy and loss of data.



## 六、營運慣例 (續)

### 3. 反貪污

本集團深信公平、公正、誠實、廉潔是本集團重要的商業資產。為了符合《中華人民共和國刑法》、香港廉政公署所執行的《防止賄賂條例》和其他相關地方的法律法規，對各種貪污、賄賂及勒索情況採取零容忍態度；因此我們加強企業的內控機制，訂定了反腐敗管理制度，規範員工的行為，對於索取、收受賄賂、獲得其他非法利益等行為訂立明確嚴厲的罰則，如違反當地的相關法律法規，我們會送交刑事機關處理。我們要求所有人員養成嚴格遵守規章制度的習慣，杜絕一切行賄受賄行為，將紀律檢查的監察工作深入到營運過程中，確保在絕對保密的情況下可經不同管道（包括舉報電話及電子郵箱等）通報利用職務謀取個人私利、賄賂、勒索、欺詐及洗黑錢等違紀、違規或違法的個案，我們堅決反腐倡廉，為構造清廉的社會環境盡力。於本報告期內，本集團或本集團的員工並沒有涉及指控貪污的訴訟案件。

## VI. Operating Practice (Continued)

### 3. Anti-corruption

The Group deeply believes that equality, honesty and integrity are the important business assets of the Group. In comply with the “Criminal Law of People’s Republic of China, the “Prevention of Bribery Ordinance” enforced by Hong Kong Independent Commission Against Corruption and other applicable laws and regulations, we have adopted a zero-tolerance attitude to all kinds of corruption, bribery and extortion. We have established the anti-corruption management system to strengthen the internal control mechanism of enterprises, to regulate employees’ conduct by making clear and severe penalties regulations for soliciting, accepting bribes and obtaining other illegal benefits. We will notify the criminal authorities for all violations against applicable local laws and regulations. We demand all employee to build up a habit of strict compliance with the rules and regulations to prevent all bribery and to bring discipline monitoring work into the process of operation, by doing these we ensure there are different channels (including reporting hotline and email, etc.) for reporting suspected case of obtaining personal interest in carrying out one’s job duties, bribery, extortion, fraud, money laundering, in beach of policies, regulations and laws in strict confidence. We resolutely fight corruption and strive to contribute to construct a clean society. During the Reporting Period, the Group or its employees were not involved in any litigation case related to corruptions.



# 七、社區投資

## VII. Community Investment



## 七、社區投資

我國空氣污染問題日益嚴重，發展清潔能源是迫在眉睫，中國政府推出多項有關清潔能源的重要政策，旨在國內發展天然氣及其他清潔能源產業。發展天然氣及其他清潔能源產業對優化能源結構及保護生態環境具有重要意義。作為燃氣運營服務商之一，本集團希望透過發展天然氣及其他清潔能源產業，減低使用其他傳統能源（如煤炭）的比重，提高天然氣及其他清潔能源供氣保障能力，為改善空氣污染問題與環境保護出一分力。

本集團主張對自己、家人、企業及社會負責，責任從身邊每件事開始，因此我們著重社區參與，透過組織及參與各項活動以回饋社會。於本報告期內，部份附屬公司所參與的活動如下：

- ◆ 獻綿薄之力，湧溫暖之泉--為富平縣寶村幼稚園愛心捐贈
- ◆ 黨建引領促發展，紅色生日鼓士氣，於西安開展建黨 99 周年活動
- ◆ 安全宣傳進校園，協同各方齊發力，西安開展燃氣安全教育進校園活動
- ◆ 於富平組織全體黨員參加社區疫情防控值班等志願服務工作
- ◆ 於重慶積極開展“不忘初心 110”宣傳活動

## VII. Community Investment

Air pollution problem is increasingly serious in China, the development of clean energy is a very imminent challenge. The Chinese government has launched a number of important policies relating to clean energy aimed at developing natural gas and other clean energy industries in China. The development of natural gas and other clean energy industries is significance to optimizing the energy structure and protecting the ecological environment. As one of the gas operation service providers, the Group hopes that the development of natural gas and other clean energy industries may reduce the usage of other traditional energy sources (such as coal). We try our best to stable supply of natural gas and other clean energy gas supply, so as to make contributions to air pollution problem alleviation and environmental protection.

The Group agreed that everyone is accountable to oneself, to their families, to their employer and society, and that each one takes responsibilities on everything around him/her. Hence, we are care of community participation and intend to give back to the society through organizing and participating in various community activities. During the Reporting Period, certain subsidiaries participated in the activities listed below:

- ◆ Love donation (minor contribution) to Dou Village Kindergarten in Fuping county
- ◆ Party proposing and pioneering the development, motivate morale by red birthday events for the 99th anniversary of the founding of the Party in Xi' an province
- ◆ Safety publicity into the campus, cooperate with all parties to run out gas safety education activities in the campus in Xi' an province
- ◆ Voluntary services work organized by all the Party relating to society epidemic control and prevention work in Fuping county
- ◆ Launch and promote activities of "never forget the original mission 110" in Chongqing city

## 七、社區投資 (續)

此外，為了加強公眾使用管道燃氣及罐裝燃氣的安全意識及提升他們的相關知識，本集團部份公司組織不同的宣傳活動，如免費入戶安全檢查、社區安全培訓與宣傳活動、「燃氣安全進校園」宣傳教育活動、於「安全生產月」和「安全生產萬裏行」活動進行宣傳及諮詢、預防一氧化碳中毒宣傳活動等，藉此降低安全隱患風險及避免安全事故的發生，以及減低對環境及社會造成負面影響的機會。

本集團向來依法經營納稅，不遺餘力地協助解決當地的就業壓力。我們為員工好好計畫退休後的生活，為中國境內員工繳納五險一金，香港員工參加強積金計畫。我們一直保持良好的生產經營、積極推行綠色環保理念及營造良好的發展秩序，在保持社會穩定及建設和諧社區方面，有一定的貢獻。

## VII. Community Investment (Continued)

In addition, in order to strengthen the public's safety awareness and to enhance their relevant knowledge of the use of pipe gas and cylinder gas, certain subsidiary companies organized different publicity activities, such as free home safety inspection, community safety training and promotion activities, "gas safety into campus" activities, "safe production month" and "safe production travel" promotional and consultant activities, prevent carbon monoxide poisoning promotion activities, etc. we hope that these activities may help to minimize safety hazards, help to avoid safety incidents, and reduce the possibility of negative impacts on the environment and society.

The Group is always a responsible taxpayer and makes effort to assist in relieving the local employment pressure. We arrange the relevant retirement scheme of "five social insurance and one housing fund" for Chinese employees and MPF Scheme for Hong Kong employees. We always maintain best practice in production and operation, actively implement the concept of green environmental protection, create good development order, and make certain contributions in maintaining social stability and in building a harmonious community.



參與愛心捐贈、疫情防控值班活動



Participation in charity donation and epidemic prevention control activities

# 八、榮譽

## VIII. Honours



## 八、榮譽

於本報告期內，本集團部份附屬公司獲得以下的重要榮譽：

- 目標責任考核優秀單位
- 安全生產管理工作優勝單位
- 安全生產先進單位
- 高峰供氣先進單位
- 安全生產標準化二級企業

## VIII. Honours

During the Reporting Period, certain subsidiaries of the Group were awarded the following important honors:

- Excellent Unit of Target Responsibilities Assessment
- Winning Unit of Safety Production Management
- Advanced Unit of Safety Production
- Advanced Unit of Peak Gas Supply
- 2<sup>nd</sup> Level of Enterprises of Standardization Safety Production



### 部分榮譽證書

### Certain Certificates with Honours

# 九、展望未來

## IX. Future Vision





## 九、展望未來

展望未來，作為良好的企業公民，要懂得生態環境的重要性，生態環境關係到可持續發展與人類生存，我們將齊心並力推進企業與社會的和諧發展，全面注重人才培養，保障員工利益，投身於公益事業，維護良好的社會關係，我們會繼續真心誠意的回饋社會。

本集團將堅持遵守日益嚴謹的環保法律法規，按照政府有關清潔生產體系的要求，加強節能減排、降低能耗、善用可再生資源，以及建立環境保護和資源節約監測與考核體系，期望能藉此達至低碳經濟和迴圈循環經濟的長遠目標，因此我們投入資源優化處理各類排放物與廢物的設施。我們亦會以滿足員工及營運安全為前提，提供安全的工作環境，並以有競爭力的薪酬機制，吸納更多技術型和管理方面的優秀人才。在用戶服務方面，我們將不斷投放資源，改善服務品質。同時，我們將堅守承擔社會責任的初心，積極參與公益事業，努力推動社區可持續發展。

本集團會繼續堅守使命，開拓創新，注重節能減排，提倡低碳生活，將企業發展與生態環境相結合，為生態環境及社會的可持續發展不斷貢獻力量。

## IX. Future Vision

Looking forward to the future, as a good corporate citizen, we understand the importance of ecological environment which relate to sustainable development and human survival, hence, we work together striving to achieve a harmonious development of the enterprise and the society, and we focus on talent training and protecting the interests of employees. We will continue to sincerely give back to the society, maintain good social relations, and participate in activities contributing to public welfare.

The Group endeavors to comply with the stringent laws and regulations in environmental protection. In accordance with the requirements of government for cleaner production system, we strengthen energy conservation, reduction emissions, make good use renewable resources, and establish environmental protection and resource conservation monitoring and assessment system to achieve the long-term goals of a low carbon and circular economy. So, we invest resources to optimize the treatment of all kinds of emissions and waste facilities. We put employee satisfaction and operation safety as our top priority, provide a safe working environment, and with a competitive salary mechanism to attract more technical and management talents. We will continue to invest resources to improve the quality of our service. At the same time, we committed to undertake social responsibility by actively participating in public welfare activities and to promote the sustainable development of the community.

The Group will continue to adhere to its mission, we are committed to contribute to the sustainable development of our ecological environment and society, to keep exploring and innovating, to pay attention to energy conservation and emission reduction, to encourage low-carbon life and to integrate enterprise development with the ecological environment.



# 十、環境數據表現摘要

## X. Environment Performance Data Summary



## 十、環境數據表現摘要

## X. Environment Performance Data Summary

		單位	本期報告	2019/2020
		Unit	Reporting Period	
<b>溫室氣體</b>	<b>Greenhouse Gas ("GHG") Emissions</b>			
<b>範圍一<sup>1</sup>:</b>	<b>Scope 1<sup>1</sup>:</b>			
總量	Total	噸 Tonnes	2,473.59	2,727.36
密度 <sup>5</sup>	Intensity <sup>5</sup>	噸 Tonnes	5.04	4.54
<b>範圍二<sup>2</sup>:</b>	<b>Scope 2<sup>2</sup>:</b>			
總量	Total	噸 Tonnes	1,638.39	2,581.27
密度 <sup>5</sup>	Intensity <sup>5</sup>	噸 Tonnes	3.34	4.30
<b>廢氣總排放量</b>	<b>Air Emissions</b>			
氮氧化物	Nitrogen Oxides	噸 Tonnes	12.18	28.15
硫氧化物	Sulfur Oxides	噸 Tonnes	5.07	0.01
顆粒物	Particulate Matters	噸 Tonnes	1.08	2.09
<b>無害廢棄物</b>	<b>Non-Hazardous Wastes</b>			
<b>固體廢物產生量<sup>4,6</sup>:</b>	<b>Solid Wastes Generated<sup>4,6</sup>:</b>			
總量	Total	噸 Tonnes	754.59	2,599.45
密度 <sup>5</sup>	Intensity <sup>5</sup>	噸 Tonnes	1.54	4.33
<b>廢水排放量<sup>3</sup>:</b>	<b>Wastewater Discharged<sup>3</sup>:</b>			
總量	Total	噸 Tonnes	67,187.46	55,949.34
密度 <sup>5</sup>	Intensity <sup>5</sup>	噸 Tonnes	136.89	93.14
<b>製成品所用包裝材料</b>	<b>Packaging materials used for finished products</b>			
總量	Total	噸 Tonnes	1,856.15	2,223.26
密度 <sup>5</sup>	Intensity <sup>5</sup>	噸 Tonnes	3.78	3.70

十、環境數據表現摘要 (續)

X. Environment Performance Data Summary (Continued)

		單位	本報告期	2019/2020
		Unit	Reporting Period	
<b>能源及水資源消耗量</b>		<b>Energy and Water Resources Consumption</b>		
<b>電力:</b>		<b>Electricity :</b>		
總量	Total	兆瓦時 MWh	2,406.68	2,863.49
密度 <sup>5</sup>	Intensity <sup>5</sup>	兆瓦時 MWh	4.90	4.77
<b>天然氣:</b>		<b>Natural Gas :</b>		
總量	Total	噸 Tonnes	46.38	53.29
密度 <sup>5</sup>	Intensity <sup>5</sup>	噸 Tonnes	0.09	0.09
<b>柴油:</b>		<b>Diesel Fuel :</b>		
總量	Total	噸 Tonnes	485.97	543.89
密度 <sup>5</sup>	Intensity <sup>5</sup>	噸 Tonnes	0.99	0.91
<b>汽油:</b>		<b>Gasoline :</b>		
總量	Total	噸 Tonnes	243.50	216.28
密度 <sup>5</sup>	Intensity <sup>5</sup>	噸 Tonnes	0.50	0.36
<b>液化氣:</b>		<b>Liquefied Gas :</b>		
總量	Total	噸 Tonnes	25.49	26.35
密度 <sup>5</sup>	Intensity <sup>5</sup>	噸 Tonnes	0.05	0.04
<b>水資源<sup>3</sup>:</b>		<b>Water Resources<sup>3</sup>:</b>		
總量	Total	噸 Tonnes	83,984.33	69,936.68
密度 <sup>5</sup>	Intensity <sup>5</sup>	噸 Tonnes	171.11	116.42

## 十、環境數據表現摘要 (續)

附注：

- 1 範圍一是指本集團業務直接產生的溫室氣體排放，包括燃燒天然氣、液化氣、柴油及汽油。
- 2 範圍二是指本集團業務內部消耗購回來的電力所引致的「間接能源」溫室氣體排放。
- 3 由於本集團在業務營運當中未有統計生產及生活廢水的排放量，故上表的無害廢水排放量是以用水量的 80%進行估算。
- 4 無害固體廢物主要包括生活垃圾及工程廢料，其中生活垃圾的產生量是按照每位員工本期報告/每年平均廢物產生量估算。
- 5 管道燃氣輸配、罐裝燃氣供應及燃氣分銷業務的排放量密度以每千噸天然氣及液化氣總銷售量計算。
- 6 於本報告期內，生產無害固體廢物減少，主要原因本報告期之固體廢物不含氣罐(氣罐為提供給客戶可重複利用壓力容器，有效期內被公司回收再使用，且在有效期內其本身對環境不產生顯著的污染，有效期結束後被俱迴圈循環利用技術的供應商回收及處理，不會產生無害固體廢物)。

## X. Environment Performance Data Summary (Continued)

Note:

- 1 Scope 1 refers to the Group's business direct GHG emissions, including combustion of natural gas, liquefied gas, diesel and gasoline.
- 2 Scope 2 refers to the Group's business indirect GHG emissions, including consumption of purchased electricity.
- 3 Since the Group has not performed analysis on the discharge of production and domestic wastewater in its business operations, the non-hazardous wastewater discharged in the above table is estimated based on 80% of the water consumption.
- 4 Non-hazardous solid waste mainly come from domestic waste and construction waste. The amount of domestic waste generated is estimated based on the average waste generated per employee in the Reporting period/a year.
- 5 The emission intensity of provision of piped gas, supply and distribution of cylinder gas business are calculated based on the kilo-tonne of total natural gas and liquefied gas sold.
- 6 During the Reporting Period, we recorded decreased in the production of non-hazardous solid waste due to non-hazardous solid waste not included cylinder gas bottles in the Reporting Period (cylinder gas bottles provided to customers are reusable pressure vessels. They are recycled and reused by the company during the validity and they are environmentally friendly within the validity. No significant pollution is produced, and it be recycled by the suppliers with recycling technology after the expiration date, and no harmless solid waste will be produced).

# 十一、香港聯合交易所有限公司對

## 《環境、社會及管治報告》的指引

### XI. “Environment, Social and Governance Reporting Guide” by The Stock Exchange of Hong Kong Limited



# 十一、香港聯合交易所有限公司對《環境、社會及管治報告》的指引

## XI. "Environment, Social and Governance Reporting Guide" by The Stock Exchange of Hong Kong Limited

一般披露/關鍵績效指標	General Disclosure / Key Performance Indicators (" KPIs ")	報告指引	Reporting Guideline	頁數 Page
<b>A. 環境 Environmental</b>				
<b>層面 A1</b>	<b>Aspect A1</b>	<b>排放物</b>	<b>Emissions</b>	
一般披露	General Disclosure	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	14 – 19
關鍵績效指標 A1.1	KPI A1.1	排放物種類及相關排放數據。	The types of emissions and respective emissions data.	14 – 19, 57
關鍵績效指標 A1.2	KPI A1.2	溫室氣體總排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	23, 25, 57
關鍵績效指標 A1.3	KPI A1.3	所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	不適用 <sup>1</sup> N/A <sup>1</sup>
關鍵績效指標 A1.4	KPI A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	17, 19, 57
關鍵績效指標 A1.5	KPI A1.5	描述減低排放量的措施及所得成果。	Description of measures to mitigate emissions and results achieved.	14 – 19
關鍵績效指標 A1.6	KPI A1.6	描述處理有害 <sup>1</sup> 及無害廢棄物的方法、減低產生量的措施及所得成果。	Description of how hazardous <sup>1</sup> and non-hazardous wastes are handled, reduction initiatives and results achieved.	14 – 19
<b>層面 A2</b>	<b>Aspect A2</b>	<b>資源使用</b>	<b>Use of Resources</b>	
一般披露	General Disclosure	有效使用資源(包括能源、水及其他原材料)的政策。	Policies on the efficient use of resources, including energy, water and other raw materials.	20 – 28
關鍵績效指標 A2.1	KPI A2.1	按類型劃分的直接及/或間接能源(如電、氣或油)總耗量(以兆瓦時計算)及密度(如以每產量單位、每項設施計算)。	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (MWh) and intensity (e.g. per unit of production volume, per facility)	20 – 25, 58
關鍵績效指標 A2.2	KPI A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	26 – 27, 58
關鍵績效指標 A2.3	KPI A2.3	描述能源使用效益計畫及所得成果	Description of energy use efficiency initiatives and results achieved.	20 – 25
關鍵績效指標 A2.4	KPI A2.4	描述求取適用水源上可有任何問題, 以及提升用水效益計畫及所得成果。	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	26 – 27
關鍵績效指標 A2.5	KPI A2.5	製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	57
<b>層面 A3</b>	<b>Aspect A3</b>	<b>環境及天然資源</b>	<b>The Environment and Natural Resources</b>	
一般披露	General Disclosure	減低發行人對環境及天然資源造成重大影響的政策。	Policies on minimising the issuer's significant impact on the environment and natural resources	29
關鍵績效指標 A3.1	KPI A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	29

十一、香港聯合交易所有限公司對《環境、社會及管治報告》的指引 (續)

XI. "Environment, Social and Governance Reporting Guide" by The Stock Exchange of Hong Kong Limited (Continued)

一般披露/關鍵績效指標	General Disclosure / Key Performance Indicators ( " KPIs " )	報告指引	Reporting Guideline	頁數 Page
<b>B. 社會<sup>2</sup> Social<sup>2</sup></b>				
<b>層面 B1</b>	<b>Aspect B1</b>	<b>僱傭</b>	<b>Employment and Labour Practices</b>	
一般披露	General Disclosure	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視，以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	31 – 35
<b>層面 B2</b>	<b>Aspect B2</b>	<b>健康與安全</b>	<b>Health and Safety</b>	
一般披露	General Disclosure	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	38 – 41
<b>層面 B3</b>	<b>Aspect B3</b>	<b>發展及培訓</b>	<b>Development and Training</b>	
一般披露	General Disclosure	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	36 – 37
<b>層面 B4</b>	<b>Aspect B4</b>	<b>勞工準則</b>	<b>Labour Standards</b>	
一般披露	General Disclosure	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	33
<b>層面 B5</b>	<b>Aspect B5</b>	<b>供應鏈管理</b>	<b>Supply Chain Management</b>	
一般披露	General Disclosure	管理供應鏈的環境及社會風險政策。	Policies on managing environmental and social risks of the supply chain.	43
<b>層面 B6</b>	<b>Aspect B6</b>	<b>產品責任</b>	<b>Product Responsibility</b>	
一般披露	General Disclosure	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	44 – 47



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一般披露 /關鍵績 效指標	General Disclosure /Key Performance Indicators ( “ KPIs ” )	報告指引	Reporting Guideline	頁數 Page
<b>B. 社會<sup>2</sup> Social<sup>2</sup></b>				
<b>層面 B7</b>	<b>Aspect B7</b>	<b>反貪污</b>	<b>Anti-corruption</b>	
一般披露	General Disclosure	有關防止賄賂、勒索、欺詐及洗黑錢的： (c) 政策；及 (d) 遵守對發行人有重大影響的相關法律及規例的資料。	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	48
<b>層面 B8</b>	<b>Aspect B8</b>	<b>社區投資</b>	<b>Community Investment</b>	
一般披露	General Disclosure	有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	50 – 51

附注：

- 1 本集團主要業務是管道燃氣輸配、罐裝燃氣供應及燃氣分銷業務，我們沒有產生任何有害廢物。
- 2 由於《主板上市規則》附錄 27 有關「主要範疇 B.社會」的關鍵績效指標只屬建議披露條文；因此本集團選擇不披露該等關鍵績效指標。

Note:

- 1 The Group's main businesses are piped gas transmission and distribution, cylinder gas supply and gas distribution. We did not generate any hazardous wastes.
- 2 Pursuant to Appendix 27 of the “Main Board Listing Rules”, the KPIs under Area B “Social” are recommended disclosures only. Therefore, the Group chose not to disclose those KPIs in this Report.



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